



## GUIDED TOURS CONDITIONS

Responsibilities:

### **Guests are responsible for:**

choosing a tour that corresponds to their abilities, fitness level and state of health; arriving on time for the start of the tour; arriving at the point of departure with clothing and gear suitable to the time of year; respecting the laws and customs of Greece; following environmental guidelines and regulations while on the tour, in accordance with the tour leader's instructions; respecting the rights and privacy of other tour participants.

An individual may be asked to leave a tour if the leader feels that the person's continuing participation may prove detrimental to the individual and/or his/her well-being, as well as the safety, enjoyment and well-being of other guests, including the tour leader.

It is the Guest's responsibility to make themselves aware of the content and level of difficulty of the tour prior to the tour start. Guests traveling with children are responsible for choosing a tour that corresponds to their child's abilities and interests. During the tour the adult guest is responsible for the children he/she is traveling with at all times.

Guests are not responsible for any theft of bikes or parts of bikes by a third party. This is the sole responsibility of Chania Bike Tours.

Guests are not responsible for any breakages or mechanical damage to the bikes, unless these result from the client's inexperience or negligence.

Guests are responsible for any damage to their bikes or those of other participants caused by their inexperience or negligence. These damages will be charged to the guest.

Chania Bike Tours is not liable for bodily injury or damage to property as a result of (but not limited to): physical exertion for which a guest is unprepared; forces of nature; consumption of alcoholic beverages; civil unrest; terrorism; breakdown of equipment; the adequacy of medical attention once provided.

Chania Bike Tours is not liable for any damage to third party property caused by the guest's negligence or cycling inexperience. For example: a fall off the bike against a car or the property of a third party is NOT the responsibility of Chania Bike Tours, if this was caused by guest's inability to handle the bike or negligence when handling the bike.

Chania Bike Tours is not responsible for the loss or theft of a guest's personal belongings during the tour, both in and outside of the Chania Bike Tours premises. By participating in a tour, Guests grant Chania Bike Tours their express permission to take photographs or make film recordings of the tours for promotional and commercial purposes, as well as approving, without financial remuneration, such use by third parties with whom Chania Bike Tours may engage in joint marketing.

"Chania Bike Tours" will only depart with a minimum number of participants. If, 24 hours prior to the tour start the guest is the only participant on a tour, Chania Bike Tours will contact the guest to offer an alternative tour to participate in. If the alternatives do not match the guest's availability or interests the reservation may be canceled, and a full reimbursement will be provided.

In the event of rain customers may reschedule or cancel their booking and receive a full refund.

### **Reservations and payments:**

Reservations can be made by filling in our online reservation form, or directly at our shop.

The reservation is considered to be complete and confirmed upon full payment, which must be made while reserving the tour.

The deposit may be paid by PayPal account, or in cash at the shop.

Payment is due in full before the tour starts, on the date of the tour.

### **Cancellation Policy:**

Free Cancellation up to 24 hours in advance

The payment will not be refunded for any other reason (i.e. weather, change of travel plans, illness, missed train, etc.) within 3 days of the scheduled tour.

The tour goes on the rain or shine. In case of heavy rain, we might wait a while to stop and to continue later or you can reschedule the tour another day and time, subject to availability. **No refund is applicable.**

Note: The Tour leader is present for your safety, using the audio system to secure distances due to Covid 19 and clearly hear instructions and safety regulations during the route. During the route, an audio system (whispers) is used to secure the clear and loud safety regulations and instructions from the tour leader. You are obliged to obey the rules for your safety and the safety of the group and the equipment.

We cooperate with professional licensed guides in the desired language of every group ([service upon request](#)).