



## Peak Rider Training Tours – Terms and Conditions

### Payment and Bookings

Bookings are made strictly on a first-come first-serve basis – the deposit secures your place.

A deposit of £95 per person (rider), together with a completed booking form, is required at time of booking.

Cheques should be made payable to Peak Rider Training Ltd. and sent to Peak Rider Training Ltd., 12 Cambridge Road, Macclesfield, Cheshire, SK11 8JL

You will receive a booking confirmation and invoice, the balance of which must be paid at least four weeks prior to departure. Failure to submit payment may result in cancellation of your booking.

Bookings four weeks prior to departure will be accepted only with full payment.

### Protection of Your Money

The 1992 Package Travel, Package Holiday and Package Tour Regulations require all holiday organisers to make provision for the protection of holidaymakers' money in the event of the company's insolvency. In accordance with the regulations Peak Rider Training Ltd will hold all clients' money in a Peak Rider Training – Clients trust account.

### Currency Fluctuations

Tour Prices are calculated at current rates of exchange. We reserve the right to make a supplement charge if the exchange rate changes by more than 5%.

### Your Responsibilities

Once you have signed the application form you have agreed to conform to Peak Rider Trainings conditions of travel as below:

1. We only accept machines that are road legal, with registration plates and valid tax disk, with valid insurance, in good mechanical condition and a current MOT if applicable.
2. Each participant is responsible for their own motorcycle, for the use of it and for the conformity of it within the laws in force. They are responsible for their own pillion passenger.
3. Each participant must be in possession of:
  - Valid insurance cover for their vehicle, for themselves and for their pillion.
  - Valid repatriation insurance for their vehicle, themselves and their pillion.
  - Civil liability cover for themselves and their pillions
4. Any incident or accident that could happen to a participant of their pillion will never be put to the organiser's responsibility.
5. When a motorcycle is out of order (mechanical or accident) the repair or services will be the responsibility of the owner
6. If for any reason the participant decides to leave a tour before the end they will not receive a refund.

### Tour Changes

It may be necessary to make slight changes to the itinerary of a tour, but this will only happen when operational circumstances or unforeseen events occur beyond our control. However, you will be notified in good time of any change in overnight accommodation in the case of a one-night stop or route change. Where the changes are likely to be significant – for example point of departure, date of departure, destination and location of main accommodation and which reduces the quality of the tour – you may continue the tour as per the new itinerary or you may cancel your booking and we will offer you a full refund.

### If You Cancel

We will refund you as follows:

- Four weeks prior to departure, 100% less £30 administration fee
- Four to two weeks prior to departure, 50% credit for 12 months towards another tour
- Less than two weeks, nil
- Deposits are non-refundable

### If We Cancel

We reserve the right to cancel a tour if there are not sufficient numbers to make it commercially viable. In this case we will offer you an alternative tour of similar value or a full refund of monies paid.

### Delays

We cannot be held responsible for any unforeseen delays to your journey or ferry or Eurotunnel departures. In the case of delays you are responsible for your own meals, accommodation and travel arrangements.

### Repatriation

For Tours outside the UK you will have your own ferry ticket. You are advised to arrange your own Repatriation Insurance i.e.: 24 hour Emergency and Accident and Breakdown Insurance for your motorcycle and Personal and Medical Insurance which cover repatriation in the event of illness and/or accident. See – Your Responsibilities

Check that this insurance covers Abandonment/Cancellation. Each person must carry the E111 card available free from the Post Office which gives you basic medical cover free within the EC but in the event of serious illness or accident does not cover repatriation costs. French hospitals will not treat you if you don't have an E111. Certain private plans provide appropriate coverage but you should confirm details in advance of departure.

### We Are Responsible For

Any part of the tour programme booked by us, where it is within our control, to ensure it meets the standard described in our promotional material. In regard to overnight accommodation we cannot be held responsible for some amenities being out of order due to service requirements, weather conditions or lack of demand due to low client numbers at the facility.

If a service outside a B&B or hotel is included in the tour itinerary but is affected by weather conditions or other factors beyond our control it may have to be cancelled but every effort will be made to arrange an alternative excursion or service to satisfy the itinerary.

### We Are Not Responsible For

Death, personal injury or illness caused by activities in which a participant engages which is outside the itinerary provided by Peak Rider Training Ltd. Claustrophobia in tunnels, seasickness on ferries or other maladies caused by transport and movement.

### Third Parties

Retail motorcycle dealers who promote the Tours do so in good faith and to the best of their knowledge using material supplied to them by Peak Rider Training. They are not responsible for the accuracy of the information supplied or any operating part of the tour programme.

### Force Majeure

We will not make refunds or compensation payments under circumstances beyond our control. Such circumstances or events include: threat of war, riot, civil strife and unrest, industrial dispute, unavoidable technical problems with transport, closure of ports, port congestion, civil action, terrorist action, fire and adverse weather conditions.

### Meals

Certain diets present problems or challenges for restaurant and/or hotel operators. While we will do our best to accommodate special diets it may not always be possible to meet unique dietary requirements and we remain entirely in the hands of the restaurant or hotel chef.

### Tour Price

The tour price will not be subject to a surcharge save that resulting from Government action affecting transportation costs, dues, taxes, embarkation or disembarkation and currency fluctuations. In such case we will absorb an amount equivalent to 2% of the tour price. If, as a result, there is an increase of more than 10% of the tour price you are entitled to cancel and receive a full refund.

### Passports and Visas

You and your pillion passenger need to be holders of British or EU passport for all Peak Rider Training tours that place outside of the UK. If you and/or your passenger hold any other passport a visa may be required and you should check the appropriate office before travelling.

### Your Service to Resolve Complaints

In the first instance you should immediately make your concerns known to the tour leader who will do his/her best to resolve the issue there and then. If, however, you are not satisfied with the resolution offered you should write to: Customer Relations, Peak Rider Training Ltd., 12 Cambridge Road, Macclesfield, Cheshire, SK11 8JL

### You May Also Contact Us At

Peak Rider Training Ltd. - Office 01625 66 99 24 or Mobile 07901 535 812 for general information or to make a booking. For international calls drop the first 0 and use your international dialling prefix and country code 44. Our web address is [www.peakrider.com](http://www.peakrider.com) and our email address is [peakrider@sky.com](mailto:peakrider@sky.com)