

# Reservation/Cancellation Policies & Terms and Conditions

## COVID Policy

### Cancellation Due to COVID-19 Travel Restrictions

If Great American Bike Tours is required to cancel a scheduled tour due to COVID-19 restrictions or shut down in the designated tour location, a credit for the full amount, including any deposits, will be issued to all registered tour participants. The credit will be valid toward any future tour and will expire two (2) years from the date of issuance.

If any *individual* must cancel their tour due to any COVID-19 related reason, or for any other circumstance, standard cancellation policies will apply.

In accordance with CDC and WHO guidelines, GABT does not require any proof of vaccination.

## Reservations and Payments

### Fully Supported Tours

A nonrefundable \$500 deposit is required at time of reservation. The balance due will be paid in 2 equal payments with first payment due 120 days prior to tour start date and final payment due 60 days prior to tour start date. Reservations made within 90 days of the tour start date require full payment at the time of booking. Reservations not paid in full by the final due date will result in forfeiture of any and all discounts and may be subject to cancellation. Payment of initial deposit implies agreement with Great American Bike Tours Reservation and Cancellation Policies as defined in this document.

### Credit Card Processing Fees

Due to the exorbitant cost of credit card processing, GABT can no longer absorb these high costs (currently 3.3% + 35¢ per transaction). Therefore the 3.3% credit card processing charge will be added as a line item fee to each invoice.

To avoid paying the 3.3% credit card processing fee, all customers are encouraged to pay with a check or money order, in which case you can simply deduct the 3.3% fee. Make checks payable to Great American Bike Tours, LLC, include copy of your invoice and mail to:

Great American Bike Tours  
3 Wildwood Lane  
Raymond, NH 03077 (United States)

### Late or Missed Payments

Applies to any and all tours: If a deposit or any other payment is missed or made 5 or more days past its due date, any discounts or special offers will be rendered void, and the cost of the tour for those guests will revert to the full, undiscounted tour price. Any tour reservation not paid in full on or before the final payment due date is subject to cancellation, and if cancelled, and subsequently reinstated, shall be subject to a 10% reinstatement fee.

### Semi-Supported and Custom Group Tours

Applies to all custom and "On Demand" tours: Dates for On Demand or custom group tour are not considered RESERVED until the established minimum number of participants have registered and paid their individual tour deposits, or unless a deposit amount as determined by GABT is made by group Organizer(s) to hold and secure desired dates. A \$500 deposit is required from each member of the group upon making their reservation. The balance due will be paid in 1 - 2 payments as defined in writing by GABT with final payment due at least 60 days prior to tour start date.

## Third Party Trip Insurance

GABT strongly recommends that you purchase Third Party Trip Insurance which is available through any third party agent. GABT makes no claims nor does it take any responsibility for the management, or have any involvement in that arrangement or agreement. The total cost of the travel insurance is solely the customer's responsibility and does not afford any discounts towards their tour with GABT.

## Changes, Cancellations and Refunds

### Changes to Existing Reservations

Any change made to existing reservations after a guest has provided their rider information forms, such as bike and gear changes, changed shuttle requests, lodging requirements etc. will be charged a \$25 per instance administration fee.

### Cancellation of Fully Supported Tours

Cancellations made:

- 121 days or more prior to trip start date: Full Refund less the \$500 per person nonrefundable deposit.
- 61 – 120 days prior to trip start date: Credit for 50% of the amount paid at time of cancellation, less the \$500 per person nonrefundable deposit.
- 60 days or less: No refund or credit.

### Cancellation for “On Demand” and Custom Group Tours

Applies to all “On Demand” and custom group tours: All cancellation rules and policies as defined in the section above apply to all individuals who are part of an On Demand and custom group tour. However, if the cancellation results in the group size not meeting its discount threshold, or results in the group dropping below the minimum group size requirement, any or all of the following conditions may apply:

- Any special discounts agreed to by GABT may be adjusted or withdrawn.
- The cancelling individual(s) may be required to forfeit any funds already paid in order to maintain the conditions of the group contract.
- In the event that the group size drops below the minimum required number of guests the tour must either be cancelled or reschedule with applicable cancellation fees and/or rebooking fees assessed as defined below, or the group may need to make additional payment in order to meet the contract requirements
- If Cancellation becomes necessary, the following conditions will apply.
  - 121 days or more prior to trip start date: Full Refund less the nonrefundable minimum group deposit.
  - 120 days or less prior to trip start date: No Refunds.

## Minimum Participation for Fully Supported Tours

It is highly unlikely that a tour would not meet the minimum required number of participants, however, in the event that the minimum is not met, Great American Bike Tours reserves the right to combine or cancel any such tour with 90 day's advance notice prior to trip date. In the event that your tour is cancelled you have the right to select one of the following options:

1. Select an alternative tour or tour date. If you select an alternative tour or tour date, the cost of the new tour package will prevail and you will be charged or refunded accordingly. However in either regard, Great American Bike Tours will discount the new tour 10% to compensate you for the inconvenience.

2. Receive a full refund. Great American Bike Tours will provide a full refund of all monies paid directly to Great American Bike Tours. Great American Bike Tours is not responsible for any incidental expenses incurred by the customer such as airfare, car rental or any other expenses incurred by the customer in order to facilitate his/her participation in a bike tour.

## Health, Fitness and Medical Issues

You should be in good physical health to participate in any bike tour. Please discuss any health and medical questions you may have with your doctor prior to your trip. Great American Bike Tours reserves the right to decline participation to any trip participant whose condition, in our opinion, may affect the health, safety, or enjoyment of that participant or other participants of the tour. Great American Bike Tours is not responsible for the cost of any medical treatment a trip participant may require during a trip.

It is understood that you are participating in a bike tour or other cycling event of any kind, and that you do so at your own risk. Your act of participation thus implies that you are engaging in this activity with your full understanding, recognition and awareness of your own physical abilities and limitations, and that Great American Bike Tours is to be held harmless for any accident, injury, illness or incident you may encounter during the bike tour.

## Accommodations

Accommodations are provided by third party entities. Great American Bike Tours does not assume responsibility for any actions taken by any third party vendors. Great American Bike Tours reserves the right to change establishments for overnight accommodations for any reason which may become necessary. When a change in accommodations is necessary, every effort will be made to maintain an equivalent or better lodging option.

## Gratuities

Gratuities of any kind are not included. Please consider this during your stay at hotels, inns etcetera. If you have enjoyed your service, please be kind to the hard working people who make your stay pleasant and consider leaving an appropriate gratuity.

Tipping Tour Crew: Customary tipping for tour staff is normally \$10 per guest per day.

## Acceptance of Terms and Conditions

If you do not agree to the terms outlined in this document, you must notify our office via email only, within 5 days of date on which you received this document, and GABT will cancel your reservation and provide a full refund of your deposit less any incurred service charges. If no dispute has been filed within that 5 days, it will indicate your acceptance of all terms and conditions, and reservation and cancellation policies as defined herein.