

# Reservation and Cancellation Policies

## COVID Policy

### Cancellation Due to COVID-19 Travel Restrictions

Great American Bike Tours may be required to cancel a scheduled tour if the tour destination has legislated a mandatory COVID-19 quarantine period, or other such emergency precautions. If due to such circumstances GABT cancels a tour, a full refund, including any deposits, will be provided to all registered tour participants.

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

### Vaccines & Testing

Based on guidance from the CDC and other federal health agencies, GABT now requires all tour participants to provide proof of COVID vaccination and booster status. Each guest will be required to submit proof of vaccination approximately 14 days prior to tour start date.

### Masks and Social Distancing

Since GABT requires all guests to be fully vaccinated for COVID-19, the use of masks will be at each guest's discretion.

## Reservations and Payments

### Fully Supported Tours

A \$500 deposit is required at time of reservation. The balance due will be paid in 2 equal payments with final payment due 90 days prior to tour start date. Reservations made within 90 days of the trip departure date require full payment at the time of booking. Reservations not paid in full prior to 90 days of the trip departure date are subject to cancellation. Payment of deposit implies agreement with Great American Bike Tours Policies and Conditions.

### Semi-Supported and Custom Group Tours

Applies to all semi-supported (aka "On Demand") and custom group tours: Dates for any semi-supported 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 with final payment due 45 days prior to tour start date.

### 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, GABT may, at its discretion, void any discounts or special offer, and the cost of the tour for that/those guest(s) will revert to the full, undiscounted tour price. Any tour reservation not fully paid on or before 45 days prior to tour start date is subject to cancellation.

## Cancellations and Refunds

### Cancellation of Fully Supported Tours

Cancellations made:

- 121 days or more prior to trip start date: Full Refund less \$100 cancellation fee per person.
- 91-120 days prior to trip start date: Full Refund less \$300 cancellation fee per person.
- 90 days or less prior to trip start date: No Refund, however, GABT at its own discretion may opt to provide some value of credit to be applied toward a future tour.

### Cancelation for Semi-Supported and Custom Group Tours

Applies to all semi-supported (aka “On Demand”) and custom group tours: All cancellation rules and policies apply to semi-supported and custom group tours, unless such cancellation results in the tour dropping below the minimum group size requirement.

If such cancellation results in group size falling below minimum requirement for the group 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 the event that the group size drops below 4 persons the tour must either be cancelled or reschedule (applicable rebooking fees may be assessed as defined above).
- at the discretion of GABT, a refund or credit amount may be assessed in extenuating circumstances.

## Minimum Participation for Fully Supported Tours

It is highly unlikely that a tour would not meet the minimum required 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 120 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 our bike tour or other bike ride 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.

## Third Party Trip Insurance

Third Party trip insurance may be purchased by any tour guest 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.