

The following terms and conditions are applicable to all Seek Travel Ride Tours and form the basis of the contract between yourself and Seek Travel Ride. They set the respective rights of both parties and should be read in full before booking your tour.

1. Booking procedure

- a. It is deemed you have made a booking when you complete and submit our online booking request and have made the deposit payment. You must be 18+ years of age in order to join a Seek Travel Ride tour.
- b. Your booking is subject to the following conditions;
 - i. Your booking must be submitted online using our booking form.
 - ii. A non-refundable deposit must be made to confirm your booking of €550 using the unique payment link you will receive within 24hrs of booking request.
 - iii. If your booking is made later within 8 weeks of the start date of the tour, you will be required to pay the full balance.
 - iv. Once you have paid the non-refundable deposit, you will receive confirmation of your booking detailing all special requests and the final invoice that must be paid 8 weeks before the start date of the tour. If any details are incorrect, you must notify us immediately as notification at a later date may result in us not being able to accommodate those requests.
 - v. At time of booking we strongly advise you to take out an insurance policy to cover your holiday, please refer to our requirements for travel insurance in clause 6.

2. Existence of a contract

- a. A binding contract between yourself and Seek Travel Ride exists once you receive the email confirmation of booking after payment along with your final invoice.

3. Payment

- a. A deposit payment of €550 must be paid via the unique payment link that you will receive prior to confirmation. Once received and we confirm your booking via email, this creates a binding contract.
- b. The balance payment must be received within 8 weeks of the start date of the tour.
- c. Failure to make the balance payment on time will result in us deeming your booking as cancelled and our cancellation by you terms will apply. See clause 4.

4. The cost

- a. The cost of the tour is detailed in Tour information and lists what is included in the overall cost.
- b. Any optional extras like single room supplement are detailed and applied at time of booking at your request.
- c. No hidden charges are applied to your tour booking.

5. Modifications to bookings, by you and by us

- a. Modifications of your booking by you;

- i. Any modifications to your initial booking must be made in writing to tour@seektravelride.com
 - ii. We endeavour to accommodate requests for modifications where we can, however where this is not possible we will notify you as soon as possible.
 - iii. Where we cannot accommodate requests for modifications, you have the right to cancel your booking, however please refer to our cancellation terms as cancellation conditions will apply.
- b. Modifications of your booking by you;
 - i. There are occasions where we are forced to make changes due to reasons outside of our control and we reserve the right to make changes both before and after bookings have been confirmed.
 - ii. If the modifications deemed necessary are enough to force a cancellation of the tour, our cancellation of your booking by us terms will apply as detailed in clause 8.

6. Holiday/Travel Insurance Policies

- a. Due to the nature of our tours, we require that you take out appropriate travel insurance to cover your trip. It is your responsibility to arrange this cover.
- b. We recommend that your cover includes, but is not limited to;
 - i. Medical treatment and repatriation;
 - ii. Cancellation of your holiday
 - iii. Loss or theft of personal belongings
 - iv. Personal accident and liability
 - v. Emergency rescue
 - vi. Travel delays or disruption
- c. You must insure all personal belongings are insured against damage or loss, as Seek Travel Ride accepts no responsibility for this.
- d. You are required to provide Seek Travel Ride proof of insurance prior to commencement of your tour.
- e. Failure to provide proof of insurance will result in the cancellation of your tour without any compensation.
- f. By agreeing to these terms and conditions, you agree to indemnify us from any claim whatsoever arising from your failure to comply with our Holiday/Travel Insurance policy

7. Seek Travel Ride Liability Insurance

- a. If you would like to see a copy of the Seek Travel Ride liability insurance policy, you can do this by email request.

8. Cancellation of your booking, by you or by us

- a. Cancellation of your booking by you;
 - i. The deposit payment of €550 is non-refundable. Please reference our refund policy based on the cancellation periods set out below:
 - 1. 60+ days prior to the start date of the tour: the refund amount will be payment (if paid already) balance minus the non-refundable deposit.

2. Between 30 - 60 days prior to the start date of the tour: the refund amount will be 50% of the balance paid minus the non-refundable deposit.
 3. Less than 30 days of the tour start date: no refund will be issued
 - ii. Where your cancellation is covered by your insurance policy, we will provide you with relevant documentation to support your claim.
 - b. Cancellation of your booking by us;
 - i. On rare occasions we are forced to cancel a confirmed tour, and we reserve the right to do so. We will endeavor not to do so within 6 weeks of the tour start date, unless there has been a failure to pay the balance payment on your part or circumstances outside of our control.
 - ii. Where the tour is cancelled by us for any reason other than default of payment, we will offer you a full refund.
 - iii. As noted in our Insurance terms, we reserve the right to cut short your tour if you;
 1. Refuse to wear a cycle helmet whilst on your bike as you have accepted this at the point of booking in our terms and conditions.

9. Unavoidable/exceptional circumstances

- a. We cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or impacted by exceptional and unavoidable circumstances. For the purposes of these terms and conditions 'exceptional and unavoidable circumstances' include but are not limited to the following events outside of our control:
 - i. War,
 - ii. The threat of war,
 - iii. Epidemic & significant risks to human health such as the outbreak of a serious disease at the travel destination,
 - iv. Airport/ airspace closures or other flight disruptions,
 - v. Natural or nuclear disaster,
 - vi. Civil unrest or events arising out of political instability,
 - vii. Industrial dispute or strikes, serious security problems such as terrorist activity,
 - viii. Bad weather (actual or threatened),
 - ix. Foreign Ministry advising against travel to a particular destination.

10. Conditions of external providers

- a. Some services are provided subject to conditions of external providers. Some conditions set out in these terms and conditions may limit or exclude their liability to you.

11. Transport and transfers

- a. We do not arrange your travel to and from the start and end destinations of the tour. It is your responsibility to arrange this aspect of travel.
- b. It is your responsibility to ensure that you arrive at the trip start point on time for the trip to start.
- c. We are not responsible for any delays to your inbound or outbound travel.

12. Special requests

- a. We endeavor to deliver on special requests made at time of booking request prior to deposit payment. However, where this is not possible we will notify you immediately.
- b. Any special requests made after the booking has been made and confirmed that cannot be met will be notified immediately. If you decide to cancel due to this our normal cancellation terms apply.
- c. You must notify us of any special dietary requirements at the time of booking so we can work with our partners to ensure these are met. Whilst we will work with partners to deliver your request, it remains your full responsibility to ensure that any food provided meets your requirements and is safe for you to eat, beyond regular food safety standards.
- d. Any shared rooming requests must be made known at time of booking. If no special requests are made, you will be allocated a shared room with another member of the group of the same biological sex.
- e. Single Room Supplement requests must be made at time of booking. If you decide to request this at a later date, we cannot guarantee availability.

13. Inclusivity

- a. We endeavor to ensure our tours are fully inclusive, our only requirement for entry given the nature of the tour is that you must be able to cycle approximately 100km per day for consecutive days in line with the tour duration at the estimated speeds.
- b. Where rooming considerations are made, we allocate rooms by biological sex when pairing people. Please consider this when making your booking and note that single room supplements are available.

14. Your obligations

- a. It is your responsibility to ensure that you are healthy enough to take part in our tour as it's physically challenging. By completing the booking, you are confirming that you are capable of completing the tour. Any existing medical conditions must be disclosed to both Seek Travel Ride and your insurance provider prior to the tour.
- b. It is your responsibility to ensure that you have suitable equipment to ensure you can carry your own belongings with you on the trip, whether this is in the form of panniers or bike-packing bags as these are not provided by Seek Travel Ride.
- c. It is your responsibility to ensure that your bicycle is suitable for the trip and in full working order. We will have mechanical assistance during the ride however this is for emergency repairs and does not guarantee that you will be able to complete each day if your bike is in disrepair.
- d. We ride on open roads during the tour so you must ensure that you abide by local road and traffic laws to insure the safety of yourself and others around you.
- e. You are required to wear a cycling helmet at all times when on your bicycle.
- f. Any damage caused by you during the trip must be covered by yourself at the time to either ourselves or the party concerned. Failure to do so, that results in

any action against Seek Travel Ride is indemnified by yourself (this includes any legal costs incurred by Seek Travel Ride).

- g. Any behaviour considered dangerous or offensive may result in your removal from the tour. In this case our liability ceases and we are not responsible for any costs incurred by yourself for any onward travel.

15. Passport/Visa Requirements

- a. We cannot accept responsibility for any issue arising from incorrect passport/visa or other travel documentation required, resulting in a refusal of entry to the country or countries visited during the tour.
- b. It is your responsibility that you have the correct documentation to ensure you can participate in the tour and you are required to carry this with you during your trip.

16. Descriptions and content of the website

- a. All information published on our website relating to the Seek Travel Ride tours is correct at time of publication. We reserve the right to make minor changes to the tour where required without it impacting the contract. Any changes made will be made to ensure that it doesn't impact the overall experience in a negative way.

17. Complaints

- a. If you have any complaints during your tour we request that you raise the issue in person with our lead guides so that we can resolve it as efficiently as possible.
- b. If your complaint isn't resolved during the tour, please detail your complaint in writing and email it to tour@seektravelride.com within 14 days of the ride finishing and we will do everything we can to resolve the issue.

18. Governing Law and Jurisdiction.

- a. The binding contract is governed by Australian law.