

TERMS AND CONDITIONS

All holidays and tours featured on our website are provided by Crys Melyn Cycling. All monies paid are bonded through our partner Cambria Tours Limited. Monies for our tours are only paid to Crys Melyn Cycling on the completion of your holiday, ensuring that you have complete peace of mind that your payment is fully protected.

Your booking is taken according to the following terms and conditions. It is essential that you read these in detail before booking.

Making a booking

Before making a booking please make sure you understand the tour dates, itinerary and any additional costs which apply to your chosen tour. In particular pay attention to the grade of tour you are signing up for. If you have any doubts please contact us and discuss any issues before making a booking.

Bookings can be made by contacting us via the enquiry form, over the phone or by booking directly through our online booking portal. Confirmation of a booking will be sent by email within 7 working days (if no confirmation is sent in this period please email info@crismelyn.co.uk and we will reconfirm your booking). The booking is not accepted and no contract exists until the date shown on the confirmation email.

For one day tours, the full amount is requested on booking. For tours of more than one day, a non-refundable deposit of 25% of the package cost will be charged. Payment of the balance will need to be made 8 weeks before the tour date. If you book a holiday 8 weeks or less before the start date a full payment of the holiday price is required. Any alterations to this booking will incur a fee of £20 per booking.

All bookings are to be made in pounds sterling (£).

If you want to cancel

Please notify us straight away if you wish to cancel your tour. You will need to confirm this in writing/email. Because we will have booked your itinerary in advance the following penalty charges apply to cancellations:

25% deposit if over 42 days prior to start date

50% of total amount if between 15-42 days prior to start date

100% of total if less than 14 days prior to arrival

If we have to cancel

Unfortunately on occasion we may need to cancel a holiday due to unforeseen circumstances including adverse weather conditions, or the minimum number of bookings for the tour not having been met. If the minimum number of bookings has not been met we will inform you within 14 days of the holiday.

In each case we will work hard to offer you a place on a similar holiday. However, if this is not possible a full refund will be paid. If the alternative holiday is of a lesser value the balance will be refunded. Unfortunately, we cannot reimburse you for other incidental costs you may have incurred in relation to your booking e.g. insurance.

Insurance

We strongly recommend that you take out a travel policy suitable to the holiday you have booked. We cannot be held responsible for damage/loss of baggage or equipment during your holiday and recommend you take out cover for this. If you are travelling from abroad you should also ensure you have insurance which covers medical treatment and repatriation in the event that you become too ill to continue your tour.

Pricing

Prices advertised on our website are correct at the time they are published. However, due to changes in transport/accommodation costs we reserve the right to change these up until the point that your booking confirmation and deposit have been received.

Minimising Risk

You book your holiday on the understanding that there are inherent risks in cycling on and off road. It is your responsibility to cycle within the bounds of your own experience and level of fitness at all times. If you cannot ride safely, it is best to dismount and walk.

You must ensure that you are sufficiently fit to undertake the holiday that you are booking. It is also important that you notify us of any medical conditions which may affect your ability to complete the holiday. Failure to notify us of these details may lead to a cancellation of your holiday.

To minimise the risk of harm to yourself and others we must be satisfied that you are a competent cyclist before commencing your holiday. If you are unable to demonstrate this, we reserve the right to cancel your booking without refund.

Client behaviour

It is essential that all clients follow the instructions of their tour guide at all times. This is necessary for the safety and wellbeing and enjoyment of yourself, other clients and third party road users. If your behavior is deemed to be potentially dangerous, cause damage to property or cause annoyance to our staff or third parties we reserve the right to terminate your holiday. In this case we will not accept responsibility for any further costs incurred in you making alternative travel arrangements.

Bikes and equipment

You are responsible for the care and safekeeping of any bikes and equipment hired from Crys Melyn Cycling. You agree to cycle sensibly at all times, and ensure that the bike is always locked to an immovable object (in a safe location) when left unattended. All bicycles and equipment must be kept in a securely locked building overnight. You are responsible for any loss or damage arising from any act or default on your part, or on the part of any member of your party.

Complaints

We endeavour to provide you with a holiday experience that meets with your expectations. However, in the unlikely instance that this is not the case please inform your tour guide as soon as possible and we will work hard to rectify the issue. If you are still not satisfied please write to us within 14 days of your return and we will attempt to reach a settlement.