

GUIDED TOURS CONDITIONS

Responsibilities:

- Guests are responsible for choosing a tour that corresponds to their abilities, fitness level and state of health. Arriving on time for the start of the tour. Arriving at the point of departure with clothing and gear suitable to the time of year. Respecting the laws and customs of Italy. Following environmental guidelines and regulations while on the tour, in accordance with the tour leader's instructions. Respecting the rights and privacy of other tour participants. An individual may be asked to leave a tour if the leader feels that the person's continuing participation may prove detrimental to the individual and/or his/her well-being, as well as the safety, enjoyment and well-being of other guests, including the tour leader.
- It is the Guest's responsibility to make themselves aware of the content and level of difficulty of the tour prior to the tour start. Guests traveling with children are responsible for choosing a tour that corresponds to their child's abilities and interests. During the tour the adult guest is responsible for the children he/she is traveling with at all times.
- Guests are **not responsible** for any theft of bikes or parts of bikes by a third party. This is the sole responsibility of Passione a Pedali.
- Guests are **not responsible** for any breakages or mechanical damage to the bikes, unless these result from the client's inexperience or negligence.
- Guests are responsible for any damage to their bikes or those of other participants caused by their inexperience or negligence. These damages will be charged to the guest.
- Passione a Pedali **is not liable** for bodily injury or damage to property as a result of (but not limited to): physical exertion for which a guest is unprepared; forces of nature; consumption of alcoholic beverages; civil unrest; terrorism; breakdown of equipment; the adequacy of medical attention once provided.
- Passione a Pedali **is not liable** for any damage to third party property caused by the guest's negligence or cycling inexperience. For example: a fall off the bike against a car or the property of a third party is NOT the responsibility of Passione a Pedali, if this was caused by guest's inability to handle the bike or negligence when handling the bike.
- Passione a Pedali **is not responsible** for the loss or theft of a guest's personal belongings during the tour, both in and outside of Passione a Pedali premises.
- By participating in a tour, Guests grant Passione a Pedali their express permission to take photographs or make film recordings of the tours for promotional and commercial purposes, as well as approving, without financial remuneration, such use by third parties with whom Passione a Pedali may engage in joint marketing.
- Passione a Pedali tours will only depart with a minimum of 2 participants. If, 24 hours prior to the tour start the guest is the only participant on a tour, Passione a Pedali will contact the guest to offer an

alternative tour to participate in. If the alternatives do not match the guest's availability or interests the reservation may be canceled, and a full reimbursement will be provided.

- Guests are obligated to wear a bicycle helmet during the bike tour. This helmet will be provided at the beginning of the bike tour by *Passione a Pedali*.
- In the event of rain customers may reschedule or cancel their booking and receive a full refund.

Reservations and payments:

- Reservations can be made by filling in our online reservation form or directly at our shop.
- The reservation is considered to be complete and confirmed upon payment of a 50% deposit, which must be made while reserving the tour.
- The deposit may be paid by bank transfer or in cash at the shop.
- Payment is due in full before the tour starts, including on the date of the tour.

Cancellation Policies:

If you have to cancel your reservation, your cancellation fee will be determined in accordance with the policy outlined below.

- Apart from cancellations due to rain, no exceptions can be made to the cancellation policy, even in the event of terrorism, civil unrest or personal emergencies. There is no refund for arriving late or leaving a tour early.
- Days Prior to Tour Start Cancellation Charges

8 + days	15 € administration fee (per booking, not per person)
0 - 7 days	50%

Change a Tour:

You may transfer from one tour to another before tour departure without penalty, after which time the deposit is due. When transferring to a different date or to a tour which costs more than your original booking, you must pay the difference.

Disputes:

For all issues not provided for under the present terms and conditions, the regulations contained in Legislative Decree 111 of 17/03/1995, implementing the EEC Regulation 314/1990 and the law n. 1084 of 27/12/1977, shall apply. The Court of Viterbo will have jurisdiction over any disputes.