

TERMS & CONDITIONS FOR: www.CYCLEGUIDES.co.uk also trading as NEW FOREST GUIDES

PAYMENT

Cleared payment is required once the booking has been confirmed at least 3 days before the ride / course. Any deviation from this must be agreed in writing upon booking confirmation.

Gift vouchers are redeemable by the recipient of the voucher, by simply phoning to book on an available course or ride and providing the unique voucher number. Once payment is cleared the voucher, containing the unique voucher number, will be sent to the billing address of the payee. The voucher can be used for a guided ride or a course.

All vouchers must be used with 3 months of date of purchase, no refunds will be given, either in full or part.

CANCELLATION

A. If the client needs to cancel a booked ride or course then they have the option to either;

1. Re-book an alternative time and date to be agreed with www.cycleguides.co.uk there is no charge for this.
2. Payment of 40% of the fee up to 72 hours before the booked ride date.
3. Payment of 100% of the fee within 72 hours of the booked ride date

B. The Mountain Bike Guide / Instructor will assess weather conditions before the ride commences. If it is deemed to be unsafe then the ride will be postponed or cancelled. In the circumstances of a cancellation, a full refund will be provided.

PARTICIPANTS DETAILS AND YOUR AGREEMENT

Each participant is required to fill in a Participants Detail Form before the ride commences. This asks specific health questions and requires emergency contact details. It is also your agreement with www.cycleguides.co.uk

ABOUT YOU

Mountain Biking is a strenuous activity you should ensure you are fit and healthy before attending the Ride or Course. If you have any doubts about your fitness please seek advice from your Doctor. As the Rides and Courses get more advanced so does the expectation on your fitness. Phone if you have concerns before booking.

On the day you will be required to fill in a form that requires you to answer questions regarding your health, specifically any medical conditions the Leader or Instructor needs to be aware of. If during the Course or Ride you become unwell tell your Instructor or Guide as soon as possible.

EQUIPMENT REQUIRED

Please ensure you have the following with you for the mountain bike ride some of which can be hired or purchased from the Guide /Instructor:

Helmet – compulsory	Puncture repair outfit	Gloves & Eyewear
A full drinking water bottle	Wet weather protection	Pump
Snack or lunch	Good robust footwear	Phone

It is your responsibility to provide a suitable cycle for the journey. You will have ensured it is safe and trail worthy. www.cycleguides.co.uk take no responsibility for the trail worthiness of cycles.

The Mountain Bike Guide / Instructor will assess weather conditions before the ride commences. If it is deemed to be unsafe then the ride will be postponed or cancelled.

PRE RIDE BRIEFING

All rides require an induction and safety check before starting, this is part of the allotted time to the ride.

INDEMNITY

Whilst the Mountain Bike Guide / Instructor will make every effort to ensure the safety of all individuals within the ride it is ultimately the responsibility of each individual to ensure their own safety, ride responsibly and within your capabilities. You understand that you should have personal insurance cover whilst taking part in Guided rides, Courses and all Adventure Sports.

Therefore you agree to indemnify www.cycleguides.co.uk, its employees, agents, landowner and any person connected with this ride or training event from any liability whatsoever resulting in personal injury (whether fatal or otherwise), loss, damage or expense caused and the chosen venue are not liable for any damage, injury, loss or otherwise incurred

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elements as a result of, or in connection with, the principle, operations or running of venue facilities, guided ride or course applied for which the client has applied.

www.cycleguides.co.uk reserve the right to remove from the course or ride, those who ride or act in a way considered dangerous to yourself or others or those who have disregard for the local area, the public, the venue or the instructor / guide.

In the unlikely event of this occurrence refunds or any other financial return will be forfeit.

PRIVACY POLICY

www.CYCLEGUIDES.co.uk also trading as New Forest Guides ("we", "us", "our") is committed to preserving and safeguarding your right to privacy. As part of this commitment, we want you to be fully aware of what happens to the personal information we collect through your use of our website located at www.cycleguides.co.uk (the "Website"). Accordingly, this Website Privacy Statement sets out the manner in which we will collect, use, disclose and otherwise manage your personal information.

COLLECTION OF PERSONAL INFORMATION

You are able to browse our website without registering or providing any personal information. Your registration or subscription is required to purchase products online, to receive emails from us about our products, and to enter any on-line contests that we may offer from time to time. You are also required to provide your contact information to us if you wish to send us any comments or questions or participate in any forum that we may make available.

The Website's registration form asks users to provide contact information such as name, address, email address, and telephone number. When you submit a purchase order on-line, you will be asked for your name, billing and shipping address, email address, telephone number and credit card information. We will not use your credit card information for any purpose other than processing your order. If you are also requested to select a password, you are responsible for maintaining the confidentiality of your password, and we strongly recommend that you not disclose your password to anyone.

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www.cycleguides.co.uk provides users the opportunity to opt-out of receiving marketing communications at any time by following the instructions contained at the end of every communication or by contacting us as set out in the "Contact" section below. You may also cancel your subscription or registration for any portion of the Website by sending e-mail to enquiries@cycleguides.co.uk

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Any personal information you provide us when you register or send us an email is only used for the purposes of identifying who you are for the specific purpose for which you submit it. We use Usage Data for the purposes of monitoring and improving the use and features of the Website.

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www.cycleguides.co.uk reserves the right to transfer any personal information we have about you in the event we sell or transfer all or a portion of our business or assets to a third party acquirer.

LEGAL

www.cycleguides.co.uk must provide your personal information in response to a search warrant or other legally valid inquiry or order, or to an investigative body in the case of a breach of an agreement or contravention of law, or as otherwise required by law. We may also disclose specific user information when we believe that such disclosure is necessary to protect the interests or safety of www.cycleguides.co.uk, its customers, and others. In addition, we may disclose personal information to assist us in collecting a debt owed by you.

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We will maintain your personal information in secure data storage to safeguard it from unauthorized access, use or disclosure. We will maintain the strict confidentiality of all personal information collected, and will only disclose such information on a confidential basis to employees and third party contractors of www.cycleguides.co.uk who require such information for the purposes set out above. We will only keep your personal information for as long as it remains necessary or relevant for the purposes stated above or as otherwise required by law.

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If we decide to change our Website Privacy Statement, we will post those changes on our home page so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If at any point we decide to use personal information in a manner different from that stated at the time it was collected, users will have a choice as to whether or not we use their information in this different manner.

CONTACT

If you would like to withdraw your consent for the collection, use and/or disclosure of your personal information, access/correct any of your personal information we have in our possession, or if you have any inquiries or comments about this Website Privacy Statement, please contact us at enquiries@cycleguides.co.uk

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- (c) Loss of business;
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- (e) Loss of goodwill or injury to reputation;
- (f) Losses suffered by third parties; or
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GENERAL

If there is any conflict between these terms and specific terms appearing elsewhere on www.cycleguides.co.uk then the latter shall prevail.

If any of these terms are determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these terms are intended to be effective, then to the extent and within the jurisdiction in which that term is illegal, invalid or unenforceable, it shall be severed and deleted from these terms and the remaining terms shall survive, remain in full force and effect and continue to be binding and enforceable.

These terms shall be governed by and interpreted in accordance with the laws of England and Wales.