

E-bike tour in West Crete – Terms and Conditions

- 1) This agreement is dated 22nd August 2019 and supersedes any previous dated agreements.
- 2) By booking a holiday with Fit in Crete, you and all named parties in the booking form agree to these conditions.
- 3) **Included services:** Accommodation for 7 nights, breakfast, 6 E-bike guided tours, local guide, transportation to start of tour each day, car support, helmet, one group welcome meal, airport transfer from and to Chania airport.
- 4) **Booking Contract:** The person signing the booking form must be at least 18 years old and must have the capacity and authority to make the booking for themselves and any other named parties.
- 5) **Deposit:** To confirm your booking, you need to pay a deposit of €150 per person. Your holiday booking will be confirmed upon receipt of the booking form and of the deposit. The deposit is non refundable for the 2019 trip and after October 2019 for 2020 trips.
- 6) **Balance:** The balance of the holiday must be paid 60 days before your arrival date. A reminder email will be sent when the deadline approaches. If the balance of the holiday is not paid by the specified date, we reserve the right to cancel your booking.
- 7) **Insurance:** In order to participate in the E-bike week tour in West Crete, you must have your own comprehensive travel insurance and you must give us proof of coverage.
- 8) **Special requirements:** Any special requirements should be noted at the time of booking, before paying the deposit. We will do our best to accommodate special requirements but we cannot guarantee that it will be possible.
- 9) **Cancellations:** To cancel your booking, cancellation must be made by email to Fit In Crete. The following charges will apply:
Before 1st October 2019 for 2020 bookings: €15 handling fee, deposit will be refunded
60 days or more before departure, loss of deposit.
60 – 30 days before departure, 50% of holiday price.
30 days before departure, 100% of total holiday price.
- 10) **Changes:**
 - a) **Leaders** – All advertised holidays have been confirmed by the respective course leaders. If, for any reason, a leader becomes unavailable we will try to replace them with a leader of similar qualities and tell you. If a suitable replacement cannot be found we may cancel the holiday. If you wish to cancel due to a change in leader, cancellation charges apply as in 10).
 - b) **Accommodation** - If, for any reason the advertised accommodation becomes unavailable we will arrange alternative accommodation of a similar quality. If you wish to cancel due to a change in accommodation, cancellation charges apply as in 10).
 - c) **Other variations** – In case of any change to advertised conditions - for example due to maintenance work, weather conditions, sickness or any other reason we could not have forecast – we will advise you of these changes as soon as possible.
- 11) **Health:** You book any holidays via Fit In Crete at your own risk. If you are not sure about the suitability of the holiday with regard to your experience or abilities, please contact us before booking. Also if you experience any serious, relevant health issues before departure that might affect your ability to take part, you must inform us. Non-disclosure of relevant information can invalidate your insurance and cancel our contractual obligations to you.
- 12) **Cycling:** we will be cycling an average of about 40km/day, every day for 6 days. We aim to be out on the road about 4-6 hours per day, of which about 3-4 hours pedaling on the bikes. We aim to stay on quiet, paved roads as much as possible, but we might have to cover some sections on fast roads and some off-road. The island of Crete is generally mountainous, there will be lots of hills and we will sometimes ride on steep sections of road. E-bikes make cycling very accessible and turn the most difficult climbs into easy rides, but you should keep in mind that this is a cycling holiday and you still need to pedal the bike!
- 13) **Liability:** We are not liable for cancellations, delays or changes that are beyond our control, including but not limited to: strike actions, air transport problems, unrest, war or natural disasters. We accept no liability for your medical or psychiatric condition whenever it may have developed. We accept no liability for loss of or damage to your personal property.
- 14) **Complaints:** If you are dissatisfied with any aspect of your holiday, you should raise it immediately DURING your stay. We will not respond to complaints first raised after the end of the holiday. We wish to provide a quality holiday for you and issues can often be resolved immediately.
- 15) **Greek law applies.** If individual provisions of these Terms and Conditions become invalid or void, then the validity of the remaining provisions shall not be affected.

We wish you a happy holiday!

Useful Information

1) **Booking procedure:**

On completion of the booking form, we will check and confirm availability on the requested holiday, and then request payment of a deposit of €150/person. We will confirm your holiday on receipt of your deposit. The balance of your holiday is due 60 days before your arrival, and we will remind you as the deadline approaches.

2) **Information:**

Please make sure you have provided the following information:

- ✓ Your flight details (essential if you are to be met at the airport)
- ✓ Your phone number
- ✓ Your personal insurance details
- ✓ Any special requirements (dietary needs, access needs, etc)

3) **Accommodation:**

You can stay for extra days (subject to availability) before or after the holiday dates – if you want to book extra dates you can ask us and we will help you to arrange it.

4) **What to bring:**

To make the rides more comfortable, we recommend bringing a pair of padded bike shorts. We provide helmets, but if you have your own you can bring it along. Also sunglasses and suncream. We expect a lot of sun!

5) **Extra activities:**

Extra activities (Gorge Walks, Olive oil tour, Shipwreck snorkelling etc.) are available at extra cost from Fit In Crete during your stay. You can look at our website for an idea of what's on offer:

www.fitincrete.com

Other activities are also available (diving, boat cruise, cooking lesson etc.). These can be arranged in advance (please contact us for details) or once you are here.

6) **Flights:**

Airlines flying to Chania include: Ryanair, Easyjet, Thomson, British Airways, Norwegian, Olympic & Aegean. Additionally flying to Heraklion: Jet2 & Monarch. Some websites you may find useful: www.travelrepublic.co.uk, www.flightline.co.uk, www.skyscanner.net, www.kayak.com, plus the websites of the airlines directly.