



## General Terms and Conditions

**Your contract** – The contract for your package is with Foodie Cycling SL, Registered Travel Agency in the Balearic Islands, Spain. Registration number AVBAL/822. Address: C.Son Armadans 23, Bajos B Palma de Mallorca 07014.

**Price** – Prices published on the website are per person based on double occupancy (two people per room) and quoted in Euros. Prices are valid at time of publishing and are subject to change at any time. You can always find the most current prices on our website, or by calling us. Once you book your Foodie Cycling trip, your price is guaranteed. Prices cover land costs only, and do not include airfare to and from the trip. Trip prices include accommodations, baggage transfers, portorage and all ground transportation during your trip. Please see the trip web page for more specifics on all items included in the trip price.

**Travel & Health Insurance** – Because you can't plan for the unexpected, we strongly recommend you purchase a Travel Insurance to help protect against financial loss due to cancellation fees or any other reason that may not allow you to travel on the booked dates. We highly recommend you as well to make sure your health insurance has full coverage in Europe. Foodie Cycling cannot be responsible for this nor for any expenses incurred due to a lack of Travel or Health insurances from your end.

**Paying Your Balance** - The balance of your trip price is due in EURO only, on the Final Payment due date according to the terms above. We automatically bill the credit card on file when the balance is due, unless you instruct us otherwise. Balances may be paid by major credit card or wire transfer (please contact us if you prefer to use a non-credit card payment option). If Final Payment is not received when due, Foodie Cycling reserves the right to cancel your reservation.

Foodie Cycling is not responsible for any currency fluctuation, exchange rate or fees that banks will charge in case you are paying from a bank account with a different currency. We are a European company that can only charge

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our products in Euros. Clients can choose when to pay the final payment as long as it is done within the deadline of 120 days before the trip starts.

**Alterations to your trip** – We aim to ensure that none of the elements of your holiday arrangements are altered. Our itineraries are put forward as a statement of intention only, not as representations or undertakings that they will be carried out. However, there may be occasions when we cannot follow our advertised itineraries, or schedules. If any additional expenses are incurred as a result of delays, accidents or disruptions of planned itineraries beyond our control, e.g. strikes, natural disasters, fire, technical problems of transport, cancellations or changes of schedule by airlines, or similar events out of our control, any such expenses are to be borne by the guests.

**Trip Improvement & Changes.** We are constantly improving our itineraries with on-going field research. Our goal is to select the best routes, accommodation, meals and sites that a region has to offer. From the moment you booked your trip with us until the trip starts, trip improvements might have been done due to reasons such as road closures, a great new restaurant opening in the region or based on the feedback we received from previous guests. We are committed to communicate with you any forced hotel change or the forced cancellation of an included activity. Any other change on the different route options, distance, meals and other trip elements is understood as the nature of these trips.

**Bringing your own bike**– If you choose to travel with your own bike instead of using the one we provide on the trip, you are responsible to make sure it is tuned, in good mechanical condition, and ready to ride before you leave. You will be responsible for assembling and disassembling it.

**Force Majeure** – Except where otherwise expressly stated in these booking conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by any event which we or the supplier(s) of the service(s) in questions could not, even with all due care, foresee or avoid.

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**Complaints** – If you have a complaint please notify and write in detail via email [mar@foodiecycling.com](mailto:mar@foodiecycling.com)

**Jurisdiction** – customers are subject to the jurisdiction of the courts and tribunals of Spain, renouncing their own judgement. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of Spain only.

All policies are subject to change without prior notice.

### **Terms and Conditions. SCHEDULED GROUP TOURS**

The following Terms and Conditions apply only if you are contracting a SCHEDULED GROUP TOUR with Foodie Cycling. Below are important details of our reservation and payment policies. For additional questions, please contact [hola@foodiecycling.com](mailto:hola@foodiecycling.com)

#### **Book with Certainty**

On Scheduled Group Tours, your deposit is FULLY REFUNDABLE up to 121 days prior to trip start. Your Deposit Is FULLY TRANSFERABLE on Scheduled Group Tours up to 121 days prior to trip start. You may transfer to another date of the same trip or to a different trip within our offer. Deposit transfers will be possible based on availability.

All foodie Cycling Scheduled Trips are guaranteed to run with 4 guests.

- We can share with you how many people are booked on specific departures at any moment. This information will not be shared proactively from our end but it is available for you upon request.
- If at 100 days before departure the group has not reached the minimum number of 4 guests, we will contact you and offer several options:
  - You can transfer to any other guaranteed scheduled date.

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- You can choose to pay an extra fee and we will run the trip. In that case the fee will need to be calculated based on the number of people in your party
- If none of those options match your preferences, your deposit will be fully refunded.

## Deposit and Payments

A deposit of 1000€ per person is required at time of booking. Payment of the deposit constitutes acceptance of the Terms and Conditions. Deposit and Final Payment can be made by bank transfer or credit card payment link will be provided. Final payment is due 120 days prior to the trip start at latest.

## Cancellation Policy

All cancellations have to be made in writing and sent by email on [hola@foodiecycling.com](mailto:hola@foodiecycling.com). Cancellation assessments will be calculated on the day Foodie Cycling receives your notification. If cancelling the following policy will apply:

- Up to 121 days: 100% of the deposit received will be refunded.
- 120 – 95 days: Cancellation charge of 50% of the total cost of the tour.
- 94 days or less: Cancellation charge of 100% of the total cost of the tour.

Exceptions to our cancellation policy cannot be made for any reason, including but not limited to weather, terrorism, civil unrest, pandemics, personal, family or medical emergencies. There is no refund for arriving late or leaving a trip early. We strongly recommend you purchase a Travel Insurance to help protect against financial loss due to cancellation fees or any other reason that may not allow you to travel on the booked dates.

We reserve the right to cancel departures in cases of force majeure or the failure of third parties—such as hotels—to honour their reservations. In these cases, you will be refunded your trip price. Foodie Cycling is not responsible for expenses incurred in preparation for any cancelled or postponed trips,

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such as airline tickets, or for costs that are incurred due to travel delays, flight cancellations or illness.

**Travelling Solo** – If you're travelling alone and would like to share a room, Foodie Cycling will try to pair you up with a roommate of the same gender. The earlier you reserve, the better chance we have of matching you with a roommate, although this is by no means a guarantee. The entire private room fee will be charged if no roommate is available.

### **Terms and Conditions. SELF-GUIDED TOURS**

The following terms are specific to our Self-Guided Trips, and supplemental to Foodie Cycling Standard Terms & Conditions. Below are important details of our reservation and payment policies. For additional questions, please contact [hola@foodiecycling.com](mailto:hola@foodiecycling.com)

#### **Book with Certainty**

Your Deposit is FULLY REFUNDABLE on Self-guided Trips up to 121 days prior to trip start.

#### **Deposit and Payments**

A deposit of 1000€ per person is required at time of booking. Payment of the deposit constitutes acceptance of the Terms and Conditions. Deposit and Final Payment can be made by bank transfer or credit card payment link will be provided. Final payment is due 120 days prior to the trip start at latest.

#### **Cancellation Policy**

All cancellations have to be made in writing and sent by email on [hola@foodiecycling.com](mailto:hola@foodiecycling.com). Cancellation assessments will be calculated on the day Foodie Cycling receives your notification. If cancelling the following policy will apply:

- Up to 121 days: 100% of the deposit received will be refunded.

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- 120 – 95 days: Cancellation charge of 50% of the total cost of the tour.
- 94 days or less: Cancellation charge of 100% of the total cost of the tour.

Exceptions to our cancellation policy cannot be made for any reason, including but not limited to weather, terrorism, civil unrest, pandemics, personal, family or medical emergencies. There is no refund for arriving late or leaving a trip early. We strongly recommend you purchase a Travel Insurance to help protect against financial loss due to cancellation fees or any other reason that may not allow you to travel on the booked dates.

We reserve the right to cancel departures in cases of force majeure or the failure of third parties—such as hotels—to honour their reservations. In these cases, you will be refunded your trip price. Foodie Cycling is not responsible for expenses incurred in preparation for any cancelled or postponed trips, such as airline tickets, or for costs that are incurred due to travel delays, flight cancellations or illness

## Terms and Conditions. PRIVATE TOURS

### **Private Tours Overview**

The following terms are specific to our Private Tours, and supplemental to Foodie Cycling Standard Terms & Conditions. Below are important details of our reservation and payment policies. For additional questions, please contact [hola@foodiecycling.com](mailto:hola@foodiecycling.com)

### **BOOKING STEPS and TERMS to note**

- **Courtesy Hold.** Once the availability is confirmed from our end, we will place a 7-day courtesy hold (no payment due).
- **Private Tour Organizer Deposit. 2000€.** Once the courtesy hold is over, a 2000€ deposit is required. By paying this deposit, the date is reserved for another 7 calendar days. This deposit is refundable for 7 calendar days or transferable to the final payment. If by the end of the

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courtesy hold no Private Tour Organizer Deposit is received, the date will automatically cancel.

- **Book your trip. 1000€ per person.** Must be paid within 7 calendar days of the Private Tour Organizer deposit. All guest deposits are fully refundable for 7 calendar days.
- **Final Payment.** Due 185 calendar days prior to departure (all guests). Price per person is determined based on the number of guests booked at time of Final Payment. Price breakdown is included on the invoice attached to the confirmation email.
- **Additional guests.** Guests may be added after Final Payment subject to hotel availability and trip price per person will be adjusted until 95 calendar days prior to trip departure.
- **Private Trips Booked within Final Payment (185 days before departure).** Full trip price is due at the time of booking based on the number of expected guests. All guests must book within 7 calendar days of the Private Tour Organizer Deposit, subject to hotel availability and cancellation terms. Price breakdown is included on the invoice attached to the confirmation email.

### **Private Trip Cancellation Policies**

If a guest must cancel their spot on a Private Trip within 185 days of the departure date (after Final Payment has been made), and that space cannot be filled by a new group member, the cancellation fees detailed below will apply to the original guest.

DAYS PRIOR TO TRIP	PENALTY
186+ calendar days	1,000€
185 -96 calendar days	50%
95 -0 calendar days	100%

**Cancellation Fees (% of trip price, per person)**

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