

Colconquerors Terms & Conditions of Booking

DEPOSIT

A deposit of between 250.00€ and 500.00€ is required depending on the trip type for euro priced trips and £250.00 to £500.00 for sterling priced trips. Any reservation is not confirmed until a deposit for the trip is received. We will assist in holding a place for you for 5 days to help you arrange the logistics of your trip but after this time places will not be held. Deposits are not transferrable between any trips.

Receipt of deposit confirms your acceptance of the Colconquerors terms and conditions.

FINAL BALANCE PAYMENT

Required 12 weeks prior to the start of your trip. If the balance of your trip is not received by this time we reserve the right to cancel your trip (conditions apply see below). Transfers of deposit or balance payments between trips are not permitted.

CANCELLATION POLICY

If you have to cancel the trip the following deductions will apply:

- Up to 12 weeks before arrival: 100% of deposit will be retained.
- 12 weeks or less prior to the trip start date: 100% of total payment will be retained.

Any changes to the cancellation policy are at the discretion of Colconquerors. Please ensure you take out suitable travel insurance to cover all of your costs should you need to cancel within the 12 week period.

GUESTS, ACCOMMODATION & CYCLING

On arrival guests are required to read and sign a cyclist code of conduct form. It is also mandatory that guests wear a cycle helmet that conforms to current EU safety standards at all times when cycling. All prices are based on twin occupancy of a room.

TRAVEL, LIABILITY & BIKE INSURANCE

Colconquerors guests staying and/or traveling with us must have suitable travel insurance in place covering accident, personal injury, loss of luggage, theft, bike insurance and cancellation as a minimum and should also include public liability insurance in case you are implicated in having caused an accident. If you cancel your trip with Colconquerors, you are fully liable for any costs and losses. Please ensure you have suitable travel insurance in place prior to your holiday.

LIABILITY

Colconquerors are not liable for personal injury, death, damage to property (including bikes) or other loss whether arising from accident, cancellations, theft, flight changes, delays and matters beyond our control. As a guest you must ensure that you have an appropriate level of travel insurance in place.

CHANGES TO TRIPS

Colconquerors reserve the right at any time to change to alternative accommodation or to make any other changes to holidays which are required as a result of circumstances beyond their control. In these circumstances Colconquerors will inform guests as soon as possible.

General Conditions of Transfers and Travel in the Colconquerors Vehicle

Colconquerors Transfer Times

Certain trips include minibus transfers from and to the specified airport of that trip to the location of specified accommodation and there is no extra charge for this in these trips. You must confirm your travel arrangements with us in advance of booking flights and provide full flight confirmation information prior to the date of arrival.

The airport where you will be collected and returned to along with the accommodation location will be detailed for each trip. It is essential that you confirm transfer times with us prior to booking flights to ensure that there have been no changes to the schedule.

Please ensure you check the web site for your specific trip and confirm transfer times with us prior to booking your flights.

Guests must ensure that to use our transport service flights are booked to fit with our collections and drop off times stated above.

Transport arrangements will be provided on your booking confirmation or via the webpage for the trip that you are reserving.

Colconquerors General Terms of Vehicle Transportation.

Any travel in the Colconquerors vehicle is undertaken entirely at your own risk. Colconquerors are not liable for personal injury, death, damage to or loss of property including bikes or any other loss whether arising from accident, theft, cancellations, flight changes, delays or matters beyond our control. As a guest you must ensure that you have an appropriate level of travel insurance in place covering yourself and your possessions including your bike.

Riding Etiquette & Equipment

To ensure all those participating in a trip have a high quality experience it is a condition of booking that you have a well maintained and recently serviced bike to ensure it is safe, in good working order and ready for the challenge of riding in the mountains. We also expect all clients to wear a cycling helmet at all times and to have checked before departure that it is in good order and free of damage.

Tours, events & Trips using External Companies

As we use other facilities (hotels, chalets, apartments etc) to provide you with the diverse range of cycling holidays that you have asked for payment of your deposit for any trip also means that you accept the terms & conditions of any company or organisation the we use to provide you with the services within the trip.

If you have any questions you can contact Rob @ Colconquerors via the email address below, we're always here to help and make sure you have the best possible experience:

info@colconquerors.com