

REFUND POLICY

A booking may be cancelled up to 48 hours before the tour is due to depart. No refund will be offered or penalty within 48 hours prior to the scheduled tour start time. If you miss your tour for any reason, we will gladly move your reservation to another day where we have space.

Refunds will not be offered to customers who fail to turn up for their tour at the designated time. In the event that the Company is unable to provide a service throughout the validity of your ticket through circumstances within its control, you shall be entitled to a full refund of the price of your ticket. The Company will endeavor to provide this immediately at the departure point, but in the event that this is not possible, all applications for a refund must be made online or writing to: services@bikeatour.com

An immediate refund will be given to any Customer who is unable to complete any of the Company's tours because of mechanical problems with their bicycle.

Most of our customers are happy to ride in the rain, however, in the event of extreme weather conditions the Company will reschedule the tour and if this is unacceptable will refund the full price of the tour.

TOUR CANCELLATION

We value our customer's time, and we always do and will do all that is possible to run our tours as scheduled. However there might be under very unusual circumstances, that the Company reserves the right to cancel a tour in the light of circumstances beyond our control. Times when it might become necessary to cancel or alter a tour due to, but not limited to, extreme heat, cold, rain, wind, or other weather related events. Street or public transit events that prevent the tour from proceeding, Personal or emergency events to our tour leaders or organizers, or other unforeseen events. Only under such extreme and unusual conditions, Bike a Tour El Salvador reserves the right to cancel any tour they deem fit the description above. If a tour is canceled by us, our guests will receive a full 100% refund, a free souvenir as gift, and our sincerest apologies.

Cancellation of tour by our customers

We realize that life is unpredictable. Booking an event for a future date is always a bit uncertain. If for any reason any of our guests need to cancel a booked tour, we will follow these simple guidelines.

Cancelation time (prior to arrival date)	Penalty %	Refu
Cancellations received Up to 14 days (2 weeks) before the booked tour date / time	0%	100%
Cancellations received Up to 7 days (1 week) before the booked tour date / time	0%	100%
Cancellations received Up to 2 days before the booked tour date / time	10%	90%
Cancellations received 1 day (24 hours) before the booked tour date / time	25%	75%
Cancellations received less than 1 day (23~0 hours) before the booked tour date / time	100%	No Refundable/ Non Endorsable

We apologize for this policy. Our tour groups are very small, and if we receive a cancellation very close to the actual tour date, (2 days or less) it might be difficult to book that canceled space to another guest. However in case of cancellation you can endorse your ticket prior sending an email or a call.

Should a tour be canceled before it's official end, then we will issue a pro-rated refund based on actual tour duration.

ACCIDENT OR LOSS

Please take care of all personal property. The Company will not be liable for any theft, loss, damage, delay, inconvenience, direct or consequential loss, however caused, unless due to negligence by the Company, in which case our liability is limited (except for death or personal injury) for damages to a maximum of the refund of the ticket price.

Bike a Tour El Salvador

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