

TERMS AND CONDITIONS

RESERVATIONS

Customers having reserved and paid for their tour via the Company's website will be provided with an e-ticket containing tour details and their unique booking reference number. This e-ticket will be emailed to them as soon as a successful payment has been processed.

CHILDREN

While our tours are group oriented and often promote family participation, the subject of children especially those younger than 15 years of age, has always been difficult for us to address. Actual equipment is not optimal for children, so by today our policies are to NOT allow children under the age of 15 to participate on any of our tours. We realize that this may be a hardship for those families wanting a cohesive group experience and sharing the pleasures of bike touring as a family, and for this we apologize. In the future if municipality and government make better laws for cyclists and pedestrians to make streets safer and accessibility sidewalks and bike lanes we'll buy the optimal equipment to allow children younger than 15.

In addition to the need for a signed Waiver of Liability by all participants in our tours, an additional waiver must be signed by the parent or legal guardian of minor (15 to 17 years old) before the minor will be allowed to participate in the tour. We also ask that there be at least one adult parent / legal guardian for every minor on the tour. Please contact us if you have questions regarding this policy.

DEPARTURE POINTS AND TIMES

All customers are required to be at the stated departure point at least 15 minutes before the stated departure time as all tours leave on time. Any customer who fails to show up for the tour they are booked on is excluded from our refund policy.

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.

PERSONAL SAFETY

Each customer is responsible for maintaining their own safety at all times. The Company will not be liable for any injuries caused to a customer unless this is as a result of negligence on the Company's part.

By agreeing to take part on the tour, all customers are agreeing to follow the safety instructions given by the guide and to exercise due care and attention whilst cycling. If a participant is unable to ride a bicycle safely the tour leader may ask the person to stop riding. No refund will be given.

CUSTOMER CONDUCT and SAFETY

The Company may, at its discretion, require any person to be excluded from a tour if The Company deems his or her conduct to be offensive or a nuisance to other customers. The Company also reserves the right to refuse access to participate on a particular tour should circumstance be deemed to compromise tour safety.

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