



Fellow Velo Terms and Conditions

Your Booking

A booking is accepted by us upon receipt of the completed booking form (sent by post, email or completed online) and the appropriate deposit (or full amount if booked within 8 weeks of tour start date). Your deposit can be paid online or by telephone using a credit/debit card or, by post with a cheque made payable to Fellow Velo Ltd. A booking cannot be processed without a deposit. We will issue a confirmation of your holiday at this point, once all the elements of the tour have been confirmed. The full balance, for which you will receive a reminder from us, will be due 8 weeks before your tour start date and, should the balance not be received then, we reserve the right to cancel your booking. For Bespoke Tours, the booking process will be dependent on the package but notified at the time of the deposit payment.

Your Payments

When you make a payment towards your holiday with Fellow Velo, we will transfer the sum from our Operational Business Account into a separate account where it will remain untouched until you have had a successful holiday with us.

Our Prices

Our prices are in UK Pounds Sterling and will be confirmed when we send you the holiday confirmation. Fellow Velo would absorb any minor fluctuations that may occur in currency exchange rates. However should the exchange rate change to the detriment of Sterling by more than 3% in relation to the rate applicable on the date of your booking, we reserve the right to pass 50% of this variation on to you.

(Calculation Reference: www.bankofengland.co.uk/boeapps/iadb/Rates.asp?Travel=NIxIRx&into=GBP)

Guided Tour Group Sizes

Our prices are based on a normal minimum group size of four cyclists, accommodated in shared bedrooms. Tour groups may be made up of families, friends and solo holiday cyclists in order to reach the normal threshold which makes a tour successful for all involved. Where a group may be smaller than the normal minimum size for a particular tour, we will contact you before your balance is due and, advise on any options available to ensure a successful holiday for all (only if this should be required).

Fully Guided Exclusive Group Tours

Should you wish to make a holiday booking exclusively for your group on a Fully Guided Tour, this can be accommodated providing no other bookings have yet been made for that start date.

The minimum cost for such a booking would be the equivalent price for a group size of four and, should numbers exceed that figure, the overall price would rise in line with total group size based on the normal cost per person.

Independent Tour Group Sizes

Our prices are based on a minimum group size of two cyclists, accommodated in shared bedrooms. If an Independent Tour requires single occupancy accommodation bookings then, a single supplement fee will need to be applied in line with actual costs applicable at the time of booking.

Single Supplements

Our Fully Guided and Self-Guided holidays have been packaged so that if the minimum group size is reached and they are accommodated in shared rooms, no single supplements will be applied to the price of your holiday, even if the group is of an odd number of cyclists. However, should someone request or require single occupancy accommodation a single supplement will be applicable to that booking and will be applied in line with actual costs incurred by Fellow Velo.

Amendments

We will do our best to carry out any amendments you may wish to make to your booking. You would be liable to any extra cost (e.g additional hotel night), however for one amendment we would not charge any administration fee. For further amendments, each would incur an administration fee of £25.

Cancellations

We reserve the right to cancel your holiday, which would normally be for reasons of Force Majeure or, due to tour party numbers not reaching the minimum threshold. Under these circumstances we would offer you an alternative Fellow Velo holiday of a similar cost or, refund your monies paid. Fellow Velo would not be responsible for any and all costs you had incurred such as visas, insurance, travel arrangements etc.

Should you wish to cancel your holiday for reasons which may or may not be covered by your holiday insurance then the following cancellation charges would be applied as we will have incurred certain costs on your behalf:

- < 4 weeks to Tour start date - 100% of holiday booking price
- < 8 weeks to Tour start date - 50% of holiday booking price + any specific expenses incurred
- > 8 weeks to Tour start date - loss of each person's deposit

All cancellations must be communicated by the Lead Customer to us in writing (by email or by post) and is effective from the date received by Fellow Velo.

Tour Termination

We reserve the right to terminate a tour during its dates in circumstances where there has been verbal or physical abuse towards our staff or partners or, where anti-social or criminal actions by customers are witnessed or can be evidenced. Depending upon circumstances, we may give notice in respect of any repeat actions but, reserve the right to terminate the tour with immediate effect (with withdrawal of any associated support and booking components) in the most serious of scenarios.

Holiday Insurance

Your holiday booking is conditional upon you taking out holiday insurance appropriate to the holiday you are undertaking. You will need supply these details to Fellow Velo prior to departure. This is to cover you, your health, your belongings, your travel plans and, all elements of your holiday. If you cause damage to third party accommodation or property or, cause a road accident you agree to indemnify Fellow Velo against any such resulting claim. Policies vary tremendously - please ensure you check the small print of your policy.

Our Bicycles and Equipment

The bikes we provide will have been maintained and checked by us (each bike has its own maintenance schedule) or our local provider, however it is good practice to check your bike at the start of each day. You will be responsible for the additional equipment and accessories supplied with your tour bike - these must be returned in good order except the water bottle which you may keep! We do not ask customers for a deposit for the use of our bikes and equipment. Full back up will be provided on the Fully Guided Tours and on the Supported Tours. Independent Fellow Velo customers will have telephone support and local bike provider support which may vary according to supplier. Fellow Velo cannot accept any responsibility for the repair or maintenance of any customer bicycle which is brought on a tour (we would however do our very best to help with any issues).

Accommodation

Fellow Velo carry out regular checks on our principal list of accommodation, however we cannot be responsible for any recent changes that proprietors may have made to their premises. On Bespoke Tour packages, the accommodation booked may be the first usage by us of that establishment but, we will take care in our booking process to ensure it matches the quality we seek.

Routes

Fellow Velo cannot be responsible for the condition or state of the routes along which our tours travel. We have carefully checked every one of our featured routes (and do so at least annually before the touring season commences) but we cannot be responsible for any recent changes caused by highway authorities or adverse weather events. We are responsible for the accuracy of our route descriptions at the time of their publication. Taking part in the physical activity of a cycling tour is undertaken at your own risk.

Your Head

Cycle helmets are not legally required in France or in the UK for adults but are for children in France, however Fellow Velo recommend their use even on traffic-free routes and quiet lanes.

Your Health and Fitness

It is your responsibility to ensure that all party members are sufficiently fit to undertake the chosen holiday and are "road aware". We will give all the advice we can to ensure you select the most appropriate Tour for your level of ability and cycling confidence. Should you have any doubts in respect of your health and fitness for a cycling holiday then, we recommend you consult your Doctor. If you have a medical condition you feel we should know about on the Tour then please let us know - this information would be treated with the upmost confidentiality.

Passports and Visas

UK residents require a valid passport to travel to France. Some reciprocal European Health cover can be obtained through the EHIC via www.gov.uk/european-health-insurance-card (it is free of charge and should be considered in addition to your holiday health cover). Currently there are no visa requirements between France and the UK however, along with all other nationalities, you should check the latest requirements yourself.

Luggage

All customers on Fully Guided and Self-guided holidays will have their luggage transported between their booked accommodation. You can bring 2 pieces of luggage per person; a small day sack (up to 20lt volume) and one piece that will be transported for you between overnight stays (up to 20kg in weight and of soft material construction). You will be asked to label this luggage and for it to be at the appropriate collection points at the arranged time - this will be in your holiday information pack. Failure to label and deposit your luggage as advised risks it not keeping up with you on your journey.

Accuracy

Maps, brochure, prices, route information and all other information is correct at the time of being published, to the best of our knowledge however, we cannot be liable for any resultant inaccuracies.

Complaints

Should you have any issue with any aspect of our service delivery or, complaint about your holiday experience, we will do all that we reasonably can to address the matter and resolve it to your satisfaction. If such an issue should ever arise, please notify us in writing at your earliest convenience and we will record and act upon the information. Fellow Velo is registered with The Retail Ombudsman and, should you not be satisfied by our response to an issue, you can engage those services for an independent review, free of charge, to which we will be bound by their recommendation - www.theretailombudsman.org.uk/

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