

Your Financial Security

Your confidence that Fellow Velo will deliver the cycling holiday you choose, to the standard that we have described, is extremely important to us.

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/

When you make a payment towards your holiday with Fellow Velo, we 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.

When you settle the balance of your holiday booking, among the literature which will be sent to you will be a copy of our Company Insurance Certificate, as evidence of our compliance with appropriate legislation.

As a provider of cycle touring holidays, we operate under The Package Travel, Package Holidays and Package Tours Regulations 1992 which are designed to specifically protect consumers in this area.

If you want to know more about the detail of those regulations, you can find it by pasting the link below into your browser;

<http://www.legislation.gov.uk/ukxi/1992/3288/introduction/made>

A more user-friendly explanation for the benefits of the regulations for consumers can be found on the Which website. Just paste the link below into your browser to read more;

<http://www.which.co.uk/consumer-rights/regulation/package-travel-regulations>