

Conditions of booking self-guided tours, bicycle rental, accommodation 2009

- 1.1. To reserve services fill out our online [request form](#).
- 1.2. Making request through our self-guided tour form is not confirmed order yet. We will answer to your request within 48 hours, send you details and if we have any questions find solution to them.
- 1.3. After confirming all details from your side we will confirm finally your booking and from that point your booking will be irrevocable as soon as we send you the booking confirmation and information about deposit payment.

your ⇒ our ⇒ your ⇒ our confirmation and info
request answer/offer answer/confirmation about advance payment

- 1.4. You can also send us a message by e-mail: mail@citybike.ee or just give us a call + 372 5111 819 for additional questions.

2. Conditions of Payment

- 2.1. After receiving our booking confirmation, kindly transfer 10% or minimum 40 EUR of confirmed price at the account stated at the confirmation (direct secure credit card payment).
- 2.2. The remaining sum is due at the start date of your cycling holiday as stated in the booking. For groups and special orders different conditions may apply.

3. Your Changes to Arrangements

- 3.1. Should you wish to make changes to your booking, this will be possible up to 14 days before the start of the holiday (if the hotels are still able to accept the changes and have free rooms).
- 3.2. We charge €10, - per booking for processing the change, irrespective of the number of participants.
- 3.3. We can't guarantee later changes but can always try to make them. Then charge will be €10, - per booking for processing the change, irrespective of the number of participants.

4. Cancellation

In case of cancellation by the client, the following cancellation fees will be charged per person (1 day = 24 hours):

- 4.1. • € 40 in the event of cancellation more than 10 days before the start of the holiday (booking processing costs);
- 4.2. • 50% of the total holiday price if you cancel 9 to 1 days before the start date;
- 4.3. • 100% of the total price in case of no-show;
- 4.4. • If you break off the holiday after the start date, you are not entitled to a refund.

5. Changes to the Route

- 5.1. If, due to unforeseen circumstance, we are forced to deviate from the published route descriptions, participants will be informed a.s.a.p.

6. Prices

6.1. Prices stated in our tour request form are *per person*, unless otherwise specified, and based on two (or more) adults sharing a room. Single supplement is possible.

6.2. We do not charge you extra for taxes, administrative booking fees, etc. You will receive one Route Pack with maps per two people. Included in the Price of our Tours:

- Accommodation in ensuite rooms (wc and shower in the room), 90% of accommodations.
- Breakfast
- Luggage transport to your next accommodation (if possible and stated in the programme)
- Detailed route descriptions and maps
- Tourist information on all the places of interest on and nearby the route
- Seven days a week service hotline
- The possibility of renting our bikes and trailers (at extra cost)
- The possibility of renting Ortlieb/Vaude panniers and handlebar bags with map case (at extra cost)
- We adapt the bike to suit your wishes

7. Not Included

7.1. • Accommodation at the starting point (can be ordered at extra cost)

7.2. • Cost of rental bikes and trailers

7.3. • Journey to the starting point of your cycle holiday

7.4. • Journey from the finishing point of your cycling holiday back home

8. Singles Surcharge/single supplement

If you are travelling alone, we will calculate a surcharge that takes into account the additional costs for luggage transport, single room and Route Pack.

9. Extra Nights

It is possible to stay extra nights at any of the places on your route. State your wish at the tour request remarks and we will send you an offer.

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