

TERMS AND CONDITIONS TOURS

1). DOCUMENTS

- The *TTOO/Travel Agency* agree that all material and information received from *CMA* is property of *CMA* and as such may only be used for the purposes of *CMA* and under the instructions given by *CMA*.
- *CMA* agrees that all material and information received from the *TTOO/Travel Agency* is property of the *TTOO/Travel Agency* and as such may be only used for the purposes of the *TTOO/Travel Agency* and under the instructions given by the *TTOO/Travel Agency*.

2). BOOKING CONDITIONS

- The *TTOO/Travel Agency* will make the reservation by email, always indicating whether it is concerning a definite request of booking or an availability request.
- *CMA* will confirm availability within 48/72 hours all definitive bookings. If the confirmation is not possible *CMA* will propose either alternative accommodation or alternative dates.
- Supplements will be added on request.
- Special dietary requirements must be indicated upon booking and *CMA*, after contacting with each implied supplier, will inform about the availability of the special requirements.
- People transfers must be communicated to *CMA* at the time of booking.

3). PAYMENT CONDITIONS

- The payments have to be done **28 days before the arrival day** of the tour by bank draft to *CMA*, and the payment must be free of charge for *CMA*.
- Payments will be in €, mentioning the invoice number and client's name.
- The *TTOO/Travel Agency* confirm that is a company with right of deduction or refund of VAT.

4). CANCELLATION CONDITIONS

A reservation is definitive from the moment that *CMA* confirms by email. In case of a cancellation of a confirmed booking, *CMA* will invoice *TTOO/Travel Agency* the amount of:

Cancellation-conditions land-arrangements	Cancellation fee %
up to 31 days prior to the arrival date	0%
from 30 to 15 days prior to the arrival date	25%
from 14 days prior to the arrival date	50%
after 48h prior to the arrival date or No-show	100%

5). INSURANCES TOUR

- *CMA* has a Civil Liability Insurance as an official travel agency covering all risks arising from its activity.
- *CMA* is not responsible to offer **travel assistance insurance** and **cancellation expenses insurance** to clients from the *TTOO/Travel Agency*.
- *CMA* is not liable for bad weather or extraordinary events, strikes, terrorist attacks, or any reason considered major force out of *CMA* control. In any case, *CMA* will work the maximum to suggest alternative activities, or solutions to solve the situation.

8). BIKE RENTAL

- Clients (travelers) are responsible for the rented bicycles and equipment. Clients agree rental equipment must be returned in the same condition as was received.
- Clients (travelers), prior to start the tour will be asked to sign a RENTAL AGREEMENT to CMA, which will ask for Id card/Passport, name and the credit card number as a guarantee.
- Signer agrees that CMA charges to his credit card a **security deposit (card authorization hold)** to support the cost of any damage occur to the rental equipment playing the standard retail prices.
- Signer understand and accept they are responsible if the damages over cost the security deposit, and accept that the credit card used for the original security deposit will be charged again to collect this balance due.
- Signer understand and accept to indemnify Cicloturisme i Medi Ambient SLU in case of LOST OR THEFT of the bike or totally destroy, the client will be requested to pay to CMA the **manufacturer's suggested retail price (MSRP)**:
- In case of MINOR DAMAGES (**up to 250 € cost**), clients could order a bike insurance at the same office.
 - Price 10 € / day and bike

9). CUSTOMER DATASHEET

In accordance with the Spanish Organic Law Nº 15/1999 dated 13 December concerning Data Protection we inform that all personal data are included in a computerized database owned by CMA. We also advise you that you have the rights of access, rectification, cancelation and opposition.

10). GOVERNING LAW AND SETTLEMENT OF DISPUTES.

This agreement shall be ruled by the clauses herein and, subsidiary, by the Spanish regulations in force.

In the event of any conflict arising from the interpretation or execution of this Agreement, the Parties shall try to reach a pacific agreement to solve it. In the scenario of not being possible such pacific agreement, the dispute shall be settled by the relevant Spanish Courts.

By signing this document I agree about the information and points stated on it.

