

BOOKING

Before booking an individual holiday please check with us for availability, if you are booking online we will confirm availability within 5 working days.

A 30% deposit per person will secure your booking, and can be made with either Visa or MasterCard. Once we receive your deposit we will send you a written confirmation within 5 working days, and your pre-departure package within 10 working days.

The balance of payments is due 30 days before the tour starts. If your credit card information has been provided to us, to pay the 30% deposit, this payment will be automatically taken. It is also possible to provide us with a different method of payment such as a bank transfer. You will need to contact us to organise this.

Failure to supply this balance payment will result in your booking being cancelled and you will lose your non-refundable deposit payment.

If the start date of your tour is within 30 days of booking the full payment is required upon booking.

It is very important to note that ALL payments are non-refundable.

CANCELLATIONS

All cancellations must be made in writing to Connemara Adventure Tours.

Deposit payments of 30% per person are required to confirm a booking, this payment is non-refundable. If you cancel your booking after this payment has been made you will lose this deposit. No refunds are given for cancellations after the balance has been settled, within 30 days of the tour start date.

No refunds are given for services not used by a trip participant. We strongly recommend that you purchase airfare and tour package insurance with your flight supplier at the time you make the deposit payment.

TRAVEL + Airport/City/arrival Transfers

We do not organise travel to Ireland from overseas destinations but you can check our "Getting here" page on our website for more information on how to travel to Ireland from abroad.

Some of our tours include airport/city/arrival transfers in our prices, this will be stated in the tour information available on the website. If it is not stated it is not included. Transfers are subject to pre booking and dependant on availability. There may be wait times incurred for some transfers, you will be notified of this beforehand.

Please contact us in advance of your arrival for your tour so we can help plan your arrival and departure arrangements.

Where transfers are not included we can, and do, arrange taxis from all airports /cities/bus stop/train station to any of our tour destinations for additional cost. Furthermore timetables and rates for National Rail and Bus services can be supplied and you can check our "Getting to/from tours" page on our website for all the information. We are more than happy to assist with organising taxis and transfers before and after your tour but it is the client's responsibility to ensure sufficient information and transfer time before your flight.

HEALTH and FITNESS

Most tours are active holidays, and require at least moderate fitness levels according to description. Tours may involve 4 - 6 hours walking, or 3 - 5 hours cycling a day. Checking the suitability of each tour can help you to avoid disappointment. Those unaccustomed to activity are advised to take gentle exercise before the tour to fully enjoy the experience. We suggest you talk to your doctor before you start any exercise program. Please advise us when booking of any special medical, physical, or health requirements you may have, or conditions such as diabetes, epilepsy, asthma, disabilities, severe allergies, etc. and any medication you may be on.

Passports and Visas

You are responsible for arranging, and must be in possession of, a valid passport and any visas required for the whole of your journey.

INSURANCE

We provide public liability for guests on our tours, however, we require you to purchase full health insurance, including coverage for repatriation. Please provide us with an indication that you have purchased this insurance at the time full payment is made. You can purchase this insurance from your travel agent.

RESPONSIBILITY

Connemara Adventure Tours act as agents for the traveller and can accept no responsibility for the service of any hotel, restaurant or carrier used in connection with these tours, nor any liability for claims, damages, expenses or other financial loss to persons or property. In the event that it becomes necessary or advisable Connemara Adventure Tours reserves the right to alter a tour should weather, client's preference, or other circumstances intervene. The right is reserved to cancel a tour and to decline to accept any person as a member of a tour at any time.

DUE DILIGENCE

The tours in our website have been designed to provide participants with exposure to the true nature of the environment visited and therefore involve an element of personal risk and exposure to potential hazards above those associated with normal 'package holidays'. Bookings are accepted on the understanding that such risks are appreciated by the client.

PRICE QUOTED EXCLUDES

Any personal effects, travel insurance, drinks, entry to museums, telephone calls, etc. All travel to and from Ireland. Transfers to and from tour arrival/departure points, unless otherwise stated (see descriptions and details of tours). Additional and unforeseen expenses due to changes beyond our control, due to flight cancellations and delays, industrial disputes, natural disasters, bad weather, or other circumstances amounting to force majeure.

BREAKDOWN SERVICE

It is expected that individuals participating in a self-guided cycling programme have a general knowledge of the function of bicycles, i.e. how to change gears, how to brake properly, replacing a slipped chain, fix a puncture or change a tube in the event of a flat tyre. EACH call out for assistance in the event of a minor problem (e.g. flat tyre) will incur a charge of €70.00. This charge will also apply for unscheduled transfers. Breakdown cover is included in your package only in the event of a serious bike fault such as broken spokes. We will endeavour to get to you as soon as possible, but you may have to wait between 1 and 2 hours for this service.

I agree with the above breakdown service policy and authorise Connemara Adventure Tours to charge my credit card for call out fee of €70.00* in the event that I request the service.* This charge of €70.00 per call out, will only be incurred in the event of a call out service request by you.