

**S.A.R.L. CYCLOMUNDO**

18 rue René Cassin

La Chatelaine

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E-mail: info@cyclomundo.com



## **Booking & payment policy**

### **Commissions and rates:**

For exact rates and commissions, please refer to the document

[http://bit.ly/2024\\_cyclomundo\\_catalog](http://bit.ly/2024_cyclomundo_catalog)

- Most packages are priced at Cyclomundo's public price minus 20% for individual bookings
- Bikes are priced at Cyclomundo's public price minus 15%
- Extras (such as extra nights, delivery fees, transfers, etc..) are priced at the public price.

### **Booking process**

**Sending a request: We require 15 days' notice to book a trip**

All the new booking requests must be sent to [incoming@cyclomundo.com](mailto:incoming@cyclomundo.com) with the following details

- Trip name
- Option requested if any
- Tour starting date
- Client leader name
- Rooming list with type of bedroom(s) requested
- Dietary restrictions for each participant if any
- Type of bike(s) requested if rental
- Participants' heights

### **Payment**

The invoice will be sent along with the list of confirmed hotels. This invoice is due 30 days prior to your clients' trip start date.

Payment by bank transfer in EUROS (bank fees at your charge):

#### **Payment Details:**

Bank Name: Société Générale

Bank Address: 10 place de l'Hôtel de Ville, 74100 Annemasse - FRANCE

Account Holder's Name: SARL CYCLOMUNDO

IBAN: FR76 30003 00101 0002041951545

SWIFTBIC: SOGEFRPP

## **Cancellation**

Cancellations are subject to a fee:

- 0 euros per person if done 90 days before tour departure date
- 100 euros per person if done 61 to 89 days before tour departure date
- 200 euros per person if done 60 to 31 days before tour departure date.
- 50% of the invoiced amount if cancellation occurs 30 to 15 days before departure date
- 75% of the invoiced amount if cancellation occurs 14 to 7 days before departure date
- 100% of the invoiced amount if cancellation occurs 6 days or less before departure date

In the event that we must cancel a tour, full refunds will be provided for the tour package. SARL Cyclomundo will not be responsible for any additional charges such as non-refundable airline tickets.

## **Changes/Modification fees:**

A processing fee of 35 euros will be charged for any change request (change of travel dates, duration, name change, change of bikes, etc.) up to 31 days before arrival. A processing fee of 60 euros will apply for any changes done between 7 and 30 days before arrival. Changes requested within 6 days or less before departure date are not possible.