



## Terms and Conditions

### Deposit

To secure your booking we require a deposit of £75 per person. This is fully refundable up to eight weeks prior to the date of arrival. Bookings taken within the six week period prior to the tour start date should be paid in full.

### Balance

Payment of the remaining balance is due no later than six weeks prior to the date of arrival.

If for operational reasons Wheeltrax cancels your booking, a complete refund will be offered. Or alternative dates can be arranged on an individual basis.

### Cancellation charges

Customers cancelling will be charged as follows:

- More than 8 weeks to arrival date - Nil (may incur a small administration charge for currency conversion)
- Less than 8 weeks to arrival date - Total deposit
- Less than 6 weeks to arrival date - 100%

**\*Wheeltrax strongly advises that you arrange adequate holiday insurance cover for your holiday.**

### Timings

It is the responsibility of the individual to meet the agreed dates and times of the booking. This includes any changes in travel arrangements due to weather, ferry/tunnel crossings or any other unforeseen circumstances.

### Safety

On-road safety is the responsibility of the individual rider at all times. This includes pillion safety. Appropriate clothing is recommended to be worn at all times.

### Health Cover

To receive medical treatment when travelling in an EU country an EHIC card (European Health Insurance Card) is required. (Contact Wheeltrax if you require help attaining a card)

**\*It is essential that you obtain and carry with you at all times an EHIC whilst travelling abroad.**

If you are taken ill or injured whilst in Germany possession of an EHIC is the quickest (and in some cases only) method of receiving appropriate medical care.

### Breakdown Cover

European breakdown recovery is strongly recommended for all trips abroad.

If you already have breakdown cover please check that the policy includes recovery of the bike back to the UK should it become necessary due to mechanical failure or accident damage. As you can imagine getting a damaged or "dead" bike back to the UK without breakdown cover would cause all kinds of emotional and financial headaches.

**\*To keep maintenance problem to a minimum please ensure that your machine is in the best condition possible before your holiday. In particular check that the brakes, tyres, chain/sprockets and engine oil are all in good order.**

### Tour Amendments

Wheeltrax Motorcycle tours reserve the right to change tour routes and/or destinations at short notice in the event of circumstances beyond our control.

### Passports and visas

It is the responsibility of the individual to ensure that all travel documents are in order before travelling. Non UK or European passport holders may contact us for advice on travel regulations.

### Complaints

Wheeltrax are very proud of our customer care. We will make every effort to solve any issues that you are not completely happy with during your stay with us. However, if for any reason you are still dissatisfied with our performance after your holiday please let us know in writing as soon as possible to facilitate a speedy and satisfactory solution.