

# 2020 GENERAL CONDITIONS

## ACCEPTANCE OF TERMS AND GENERAL CONDITIONS

The reservation constitutes a contract by virtue of which the traveller agrees to accept each of the following conditions, also available at [explorebybike.com](http://explorebybike.com). It is the responsibility of the traveller to carefully read and understand these general conditions, which come into effect as soon as a payment is made.

## REQUIRED DOCUMENTATION

It is the responsibility of each traveller to obtain, at his/her expense, all the documents required for the trip, which vary according to citizenship status and destination. Certain countries require passports to be valid up to 6 months beyond the planned date of return to Canada. Any traveller not in possession of the required documents may be denied boarding privileges or entry to a country by the carrier or relevant authorities. In such event, the traveller must assume all costs incurred and will not be reimbursed or compensated by Vélo Québec Voyages. Single parents travelling with a child under the age of 18 may be asked to present a sworn written statement, signed by the other parent, authorizing the child to travel. For further information on the travel documents required, go to the Government of Canada's website at [voyage.gc.ca](http://voyage.gc.ca).

## PRICE INDICATED

All the prices in this brochure and at [explorebybike.com](http://explorebybike.com) are valid for one person and they are in Canadian dollars. The prices include taxes and the \$1 contribution per \$1,000 of services purchased to the Compensation Fund for Customers of Travel Agents, as well as the remittance applicable since January 1, 2019. Prices are valid for 60 days from the publication date of the brochure, but may be subject to change in the event of the imposition or increase of a government tax, a fuel surcharge or an exchange rate increase. In such case, if the change stems from a fuel surcharge or an exchange rate increase and generates a price increase of less than 7%, excluding GST and PST, the client agrees to pay the difference. However, if the change generates in a price increase of 7% or more, excluding GST and PST, the client can then opt to either (1) cancel the present contract and get a full refund, or (2) accept the alternative services that may be offered; otherwise the price difference shall be covered entirely by the client.

Once the final payment period has passed, or 70 days before departure, Vélo Québec Voyages retrocedes the unsold plane tickets of the package. Travellers who reserve their trip past this date must then assume the difference in the cost of the plane ticket, which will have to be purchased on an individual basis.

An insufficient number of travellers can be a valid reason for cancelling a trip. In such case, travellers will be notified as soon as possible and Vélo Québec Voyages may propose another destination or will reimburse the trip payments in full. No other type of compensation can be claimed by the traveller.

If there is a difference between the information presented in the brochure and that contained in the detailed program distributed to travellers upon departure, the content of the latter shall prevail.

## EXTRA SERVICES

Any extra airline services reserved with suppliers, such as upgrades, deferred departures or returns of flights, hotel services (additional night), bicycle rental, etc. are neither transferable nor refundable.

## UNUSED SERVICES

Vélo Québec Voyages will issue no refunds for services not used during the trip.

## PAYMENT BY CREDIT CARD

By authorizing the use of their credit card number, travellers agree to respect the reservation conditions, even if the appropriate form has not been signed. Verbal authorization is sufficient confirmation for a payment by credit card and for the purchase of a trip. By making an initial payment, the customer acknowledges and accepts these general conditions.

## TRAVELLER'S LIABILITY

The traveller absolves Vélo Québec Voyages of all responsibility for any damages resulting from injury, accident, death or loss of amenities associated with this activity. Travellers must ensure that they are in sufficiently good health and autonomous enough to embark on a cycling trip. Travellers are also responsible for ensuring that they have received the vaccinations required to enter the countries visited.

Furthermore, the traveller absolves Vélo Québec Voyages of all responsibility for any damages resulting from fortuitous events or superior force, including—but in no way limiting the generality of the foregoing terms—strikes, governmental constraints, terrorist acts, wars, weather and road conditions. In case of a fortuitous event, Vélo Québec Voyages reserves the right to cancel, change or modify any part of the trip and will make every effort to offer equivalent services.

The travellers acknowledge that their baggage/bicycle will be transported and handled at their own risk and that under no circumstances can Vélo Québec Voyages be held responsible for delays or damages, including damage to or the theft or loss of this baggage or of a participant's bicycle.

The air carrier can modify the flights at any time, and these modifications can affect the schedules, the types of equipment, the days of travel, the flight routes, etc. These changes can be made without notice and are not the responsibility of Vélo Québec Voyages.

Travellers who engage in conduct that is injurious to other travellers or service providers may be required to leave the trip. Vélo Québec Voyages will issue no refunds for any of the expenses or losses resulting from this conduct. Vélo Québec Voyages also reserves the right to refuse to allow individuals or groups to register for a trip.

## PAIRING OF INDIVIDUAL TRAVELLERS

We guarantee that individuals travelling alone will be paired only with people of the same gender. However:

- Less than 70 days prior to the departure date of a trip involving air transportation, individual travellers who have reserved a package must assume the costs associated with single occupancy if no possible pairing is anticipated.
- Less than 31 days prior to the departure date of a trip not involving air transportation, individual travellers who have reserved a package must assume the costs associated with single occupancy if no possible pairing is anticipated.

For trips offered in the En liberté formula, individuals travelling alone must assume the cost of single occupancy at the time of reservation.

## CHANGE IN NUMBER OF OCCUPANTS

In case of cancellation by one or more travellers sharing the same room, the rate charged to the remaining member(s) of the group will be increased accordingly. In addition, the travellers who cancel will have to pay the applicable cancellation fees.

## LAND PORTION

The traveller who purchases only the land portion of the trip is responsible for:

- Ensuring that the trip is confirmed before reserving air transportation, etc.;
- Meeting the group according to the date, time and place scheduled by Vélo Québec Voyages.

## TRAVEL INSURANCE

In order to leave with peace of mind, travellers should always have travel insurance (trip cancellation or interruption and healthcare) when travelling outside of Quebec. If travellers are insured through their credit card, group plan at work or any other personal coverage, it is their responsibility to verify the insurance contracts in question and, if necessary, purchase additional insurance in order to be adequately covered. Travel insurance can be obtained at the time of reservation. For further information, feel free to contact a Vélo Québec Voyages consultant.

## CONFIDENTIALITY

The travel adviser undertakes to respect the confidentiality of the personal information provided by customers.

## DEPOSIT AND FINAL PAYMENT / CANCELLATION, TRANSFER AND CHANGE POLICY

### PACKAGES WITH AIR TRANSPORTATION including trips taking place according to the Vélo Québec Voyages, En liberté and Customized Group formulas.

The deposit required upon reservation: \$500 if the price of the package is less than \$5000;

\$800 if the price of the package is more than \$5000, or if you reserve an En liberté or Customized Group package.

The final payment must arrive at Vélo Québec Voyages at least 70 days prior to the date of departure. If the reservation is made less than 70 days prior to departure, the traveller must immediately pay the full price of the package.

Purchase of land portion of trip: the same rules apply for the deposit and final payment, as well as the cancellation, transfer or change policy.

	CANCELLATION FEE	TRANSFER OF RESERVATION FROM ONE PERSON TO ANOTHER <sup>1</sup>	CHANGE OF RESERVATION FROM ONE TRIP TO ANOTHER <sup>2</sup>
Up to 70 days prior to the date of departure	No refundable deposit.	Transfer possible; a fee of \$100 will be charged.	A fee of \$50 will be charged, and the price of the new trip will apply.
From 69 to 32 days before departure	50% of the price of the package. Cuba Packages: 75% of the price of the package.	No transfer possible.	No change of reservation possible.
31 days or less before departure	No refund.	No transfer possible.	No change of reservation possible.

## EN LIBERTÉ PACKAGE

Up to 70 days prior to the date of departure

No refundable deposit.

From 69 to 32 days before departure

No transfer possible.

50% of the price of the package:  
31 days or less before departure

No refund.

No transfer possible.

No change of reservation possible.

No transfer possible.

No change of reservation possible.

No change of reservation possible.

No change of reservation possible.

### PACKAGES WITHOUT AIR TRANSPORTATION including trips taking place according to the Vélo Québec Voyages, En liberté and Event (Petite Aventure and Grand Tour) formulas.

The deposit required upon reservation: \$100.

Deposit required upon reservation for the Petite Aventure: \$50 per person (for children 17 years and under: \$25 per child).

For each extra service offered for the Petite Aventure or Grand Tour, the deposit required at the time of reservation is: \$50 (tent rental); \$25 (bus shuttle).

The final payment must arrive at Vélo Québec Voyages at least 55 days prior to the date of departure. If the reservation is made less than 55 days prior to departure, the traveller must immediately pay the full price of the package.

	CANCELLATION FEE	TRANSFER OF RESERVATION FROM ONE PERSON TO ANOTHER <sup>1</sup>	CHANGE OF RESERVATION FROM ONE TRIP TO ANOTHER <sup>2</sup>
Up to 55 days prior to the date of departure	No refundable deposit.	Transfer possible; a fee of \$50 will be charged.	A fee of \$25 will be charged, and the price of the new trip will apply.
From 54 to 35 days before departure	30% of the price of the package.	Transfer possible; a fee of \$50 will be charged.	A fee of \$25 will be charged, and the price of the new trip will apply.
From 34 to 22 days before departure	50% of the price of the package.	Transfer possible; a fee of \$50 will be charged.	No change of reservation possible.
21 days or less before departure	No refund.	No transfer possible. <sup>3</sup>	No change of reservation possible.

### PACKAGE FIVE BORO BIKE TOUR, NYC | The deposit required upon reservation: \$100.

The final payment must arrive at Vélo Québec Voyages at least 55 days prior to the date of departure. If the reservation is made less than 55 days prior to departure, the traveller must immediately pay the full price of the package.

	CANCELLATION FEE	TRANSFER OF RESERVATION FROM ONE PERSON TO ANOTHER <sup>1</sup>	CHANGE OF RESERVATION FROM ONE TRIP TO ANOTHER <sup>2</sup>
Up to 55 days prior to the date of departure	No refundable deposit.	Transfer possible; a fee of \$50 will be charged.	No change of reservation possible.
From 54 to 45 days before departure	30% of the price of the package.	Transfer possible; a fee of \$50 will be charged.	No change of reservation possible.
44 days or less before departure	No refund.	No transfer possible.	No change of reservation possible.

<sup>1</sup> Individuals who want to transfer their reservation to another person are responsible for finding their replacement.

<sup>2</sup> Depending on availability, a reservation for a trip involving air transportation can be changed to another trip involving air transportation during the current season, up to 70 days prior to the departure date of the trip for which the customer initially reserved. It is also possible to change a reservation for a trip without air transportation to another during the current season, up to 35 days prior to the date of departure of the trip for which the customer initially reserved.

<sup>3</sup> For the Petite Aventure, Grand Tour Under the Stars (including the weekend) and Under the covers packages, transfers are possible anytime. A fee of \$25 will be charged.