

Terms & Conditions

Payment and Bookings

These are made on a strictly first come, first served basis – the deposit will secure your place.

All deposits of £95 per person are made at the time of booking, together with a completed booking form.

Cheques to be made payable to 'Motorcycle Sport and Leisure Tours Ltd'. And sent to: Motorcycle Sport and Leisure Tours Ltd, PO Box 191, Tonbridge, Kent, TN10 3FA

We also accept credit card payments at the above office, Telephone 01732 367441.

You will receive a booking confirmation and invoice which must be paid at least eight weeks before departure. Failure to submit payment may result in the cancellation of your booking.

Bookings four weeks prior to departure will be accepted only with full payment.

Protection Of Your Money

The 1992 Package Travel, Package Holiday and Package Tours Regulations require all holiday organisers to make provision for the protection of holidaymakers' money in the event of the company's insolvency. In accordance with the regulations Motorcycle Sport and Leisure Tours will hold all client's money in a Motorcycle Sport and Leisure Tours trust account.

Your Responsibilities

Once you have signed the application form you have agreed to conform to M/C S & L Tours conditions of travel as below:-

1. We only accept machines that are road legal, with registration plates, insured and in good condition with a current MOT, if appropriate.
2. Each participant is responsible for his (or her) motorcycle, for the use of it and for the conformity of it with the laws in force. He (or she) is responsible for his (or her) pillion passenger.
3. Each participant must be:
 - In possession of a valid insurance for his (or her) vehicle, for himself (or herself) and/or pillion (friend or family).
 - A valid repatriation insurance for his (or her) vehicle for himself (or herself) and/or himself (or her) pillion (friend or family).
 - A civil liability for himself (or herself) and/or his (or her) pillion (friend or family).
4. Any incident or accident that could happen to a participant or to his or her pillion will never be put on the organiser's responsibility.
5. When a motorcycle is out of order (mechanical or accident) the repair or services will be the responsibility of its owner.
6. If for any reason the participant decides to leave a tour before the end he or she will not be refunded.

Tour Changes

It may be necessary to make slight changes to the itinerary of a tour, but this will only happen when operational circumstances or unforeseen events occur beyond our control.

However, you will be notified in good time of any change in hotel location in the case of a one-night stop or route change. Where the changes are likely to be more 'significant' – for example point of departure, date of departure, destination and location of main hotel and which reduces the quality of the tour – you may continue the tour as per the new itinerary or accept the offer of an alternative tour of the same or similar value. Alternatively you may cancel your booking and we will offer a full refund.

We will in the case of a 'significant' change, which results in a cancellation, offer the following:

Notification of change more than one month prior to departure – Nil refund

Notification of change less than one month – £15 refund

Less than seven days prior to departure – £25 refund

If You Cancel

We will refund you as follows:

- a) eight weeks prior to departure, 100% less £20 admin.
- b) eight – four weeks prior to departure, 50% credit for 12 months towards another tour,
- c) less than four weeks, nil.
- d) deposits are non-refundable

If We Cancel

We reserve the right to cancel a tour if there are not sufficient numbers on the tour to make it commercially viable. In which case we will offer you an alternative tour of a similar value or a full refund of monies paid.

Delays

We cannot be held responsible for any unforeseen delays to your journey or ferry departure. In the case of delays you are responsible for providing your own meals, accommodation and travel arrangements.

Repatriation

You will have your return ferry ticket. You are advised to arrange your own Repatriation Insurance i.e: 24hr Emergency Accident and Breakdown Insurance for your motorcycle and Personal and Medical insurance which covers repatriation in the event of illness and/or accident. See Your Responsibilities.

Check that this insurance covers Abandonment/Cancellation. Each person must carry the E111 card available free from Post Offices which gives you basic medical cover free within the E C but in the event of a serious illness or accident does not cover repatriation costs. French hospitals will not treat you if you don't have an E111.

You May Contact Us At

Motorcycle Sport and Leisure Tours Ltd, Telephone: 01353 616118 during normal office hours for general information. Telephone: 01732 367441 for tour details and booking availability.

We Are Responsible For

Any part of the tour programme booked by us, where it is within our control, to ensure that it meets the standard described in the tour brochure. We cannot be responsible for some amenities being out of order due to service requirements, weather conditions or lack of demand due to low client numbers in the hotel.

If a service outside the hotel is included in the tour itinerary but is affected by weather conditions or other factors beyond our control it may have to be cancelled but every effort will be made arrange an alternative excursion or service to satisfy the itinerary.

We Are Not Responsible For

Death, personal injury or illness caused by activities in which a participant engages which is outside the itinerary of the tour provided by Motorcycle Sport and Leisure Tours Ltd

Force Majeure

We will not make refunds or compensation payments under circumstances beyond our control. Such circumstances or events include, threat of war, riot, civil strife and unrest, industrial dispute, unavoidable technical problems with transport, closure of ports, port congestion, civil action, terrorist action, fire and adverse weather conditions.

Meals

Sometimes vegetarian diets present problems for the hotels, we do advise them of individual requirements but it is not always possible to meet special dietary needs and in that respect we remain entirely in the hands of the hotel chef.

Tour Price

The tour price will not be subject to a surcharge save that resulting from Government action affecting transportation costs, dues, taxes, embarkation or disembarkation and currency fluctuations. In such cases we will absorb an amount equivalent to 2% of the tour price. If, as a result, there is an increase of more than 10% of the tour price you are entitled to cancel and receive a full refund.

Passports and Visas

You and your pillion passenger need to be holders of a British or EU passport for all Motorcycle Sport and Leisure Tours. If you or your passenger holds any other passport a visa may be required and you should contact the appropriate office before travelling.

Your Service To Resolve Complaints

Where a tour representative is included in the tour you should in the first instance of a complaint contact him/her at the time. If, however, you are not completely satisfied you should write to our customer relations office at Motorcycle Sport and Leisure Tours Ltd, Alexander House, 38 Forehill, Ely, Cambridgeshire CB7 4ZA.

