



## Terms and conditions - Green Cow Bike Tours

### General

1. Cycling is fun, active and adventurous! Enjoy the beauty that Holland has to offer you!
2. All tours are accompanied by one or more guides from Green Cow Bike Tours
3. On the tour Green Cow Bike Tours staff could take photos or videos that could be used for promotional purposes. In case you have any objections to using these images please inform Green Cow Bike Tours staff before the tour.
4. In case of misinterpretation of these terms and conditions, the Dutch version of the general terms and conditions (“Algemene voorwaarden”) will take precedence.

### Booking

1. Tours will be confirmed in writing, usually via email.
2. To conform a booking a deposit is required. The amount of this deposit will be communicated by Green Cow Bike Tours.
3. A booking is confirmed only once Green Cow Bike Tours has received the deposit and once the booking has been confirmed by a Green Cow Bike Tours staff member in writing.

### Cancellation

1. Cancellation of a booking can only be done in writing.
2. A cancellation is valid only once the cancellation has been confirmed in writing by a Green Cow Bike Tours staff member.
3. Cancellation is free of charge until 20 working days before the tour. In such a case the deposit will be returned, minus possible incurred costs of the transactions.
4. In case of a cancellation less than 20 working days before the tour the deposit is non-refundable.
5. In case of a cancellation less than 5 working days before the tour or in case of no-show the customer is obliged to pay 50% of the total amount that has been agreed upon. This also applies in case the customer decides to cancel in case of bad weather.
6. Green Cow Bike Tours has the right to cancel a tour anytime, for example when it would not be responsible to cycle due to weather conditions. In such a case the full deposit will be returned.

### Liability

1. Cycling on a bike tour with Green Cow Bike Tours is done at one's own risk.
2. Under-age children that participate in a bike tour with Green Cow Bike Tours should be accompanied by parents or caretakers and be under adult supervision at all times.



3. Green Cow Bike Tours cannot be held liable for any damage or injury to their customers or third parties, in any kind, that might occur during a bike tour.
4. When a bicycle or any other item is damaged, the customer will be responsible for repair and the costs that might be involved with such a repair.
  - a. The customer shall pay immediately the costs that are involved in case of damage.
  - b. If the exact amount cannot be determined, Green Cow Bike Tours will reasonably estimate the amount. The customer will pay this amount. Once the exact amount is known, Green Cow Bike Tours will settle the remaining amount with the customer.
  - c. In case of not meeting payment obligations, Green Cow Bike Bike Tours will report to the local police.