

Cycle Europe **Terms and Conditions Amendments** due to Coronavirus COVID-19 effective March 10, 2020 for tours beginning April 1 to June 30, 2020 in Europe. For tours beginning on or after July 1, 2020 our standard T&Cs apply (we will be revisiting them regularly – please contact us with questions about your specific departure dates and we will be happy to reply)

Last update: March 10, 2020

We take our travelers' health and safety seriously, as well as that of our staff and in-country partners. In consideration of the Coronavirus and the fast-changing situation on a global level, we have temporarily amended our standard Terms & Conditions (T&C) for the dates above.

Our amended cancellation terms are meant to give you, the traveler, more flexibility as you evaluate and decide on booking a 2020 tour in Europe or in regions specifically affected by Coronavirus.

We are relying on travel advisories from the following governments: United Kingdom, Canada, Australia, United States, as well as local governments and our local resources to help us make informed decisions.

**Cycle Europe Cancellations:** Cycle Europe does not typically cancel a trip or rental service once it is guaranteed. However, due to the ongoing Coronavirus situation, we will consider cancelling a trip in the 30 days prior to the tour start date based on information from the above sources.

**If Cycle Europe cancels** a standard Guided or Self-Guided tour or a Van or Bike Rental because of any of the above reasons, one of the following options will apply\*:

- We will work with you to create or propose an alternative route or trip or delivery/collection location for you to make your trip during the same time period and will assist you with your travel plans.
- You may keep all your money on account for a future Cycle Europe tour or service to be used by December 31, 2021.
- We will refund your tour cost, less the deposit.

\*please note that for Custom Tours the terms may vary, and we will communicate them to you individually.

**If the customer cancels:** If you choose to cancel a departure or request a change in dates in Europe because of Coronavirus concerns, the following terms will apply:

**Standard Guided or Self-Guided Tours (Custom Tours are treated individually)**

Days before tour start date	Options
91 or more days	We will keep your entire deposit on account, to be used by Dec 31, 2021; or, we will refund €300 per person.
90 to 31 days	We will keep €300 on account, to be used by Dec 31, 2021 and a €100 administrative fee will be applied. If you've paid your entire balance due, we will keep all monies paid on account and waive any administrative fees.

30 days to tour start	We will work with our customers to create or propose an alternative route or trip or delivery/collection location; if you prefer to cancel within 30 days, we will offer a solution on a case by case basis.
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**Van, Bike and Equipment Rentals**

Days before tour start date	Options
15 to 90 days	We will keep entire deposit on account, to be used by Dec 31, 2021; or, we will issue a refund for half of your deposit payment. If you've paid your entire balance due, please inquire about possible discounts to be applied on another rental service in 2020 or 2021.
14 days to tour start	We will work with our customers to create or propose an alternative route or trip or delivery/collection location; if you prefer to cancel within 30 days, we will offer a solution on a case by case basis.