

Amended Terms and Conditions due to COVID-19

Last updated: June 23, 2020 (previously updated April 14, 2020)

Cycle Europe 2020 Cancellation and Postponement Terms due to Coronavirus COVID-19 for Tour Packages, Rentals or Services booked for the 2020 season **prior to March 20, 2020**. All [standard terms and conditions](#) not explicitly amended or addressed below remain in effect.

Cycle Europe Cancellations (if Cycle Europe cancels) tours or rentals due to COVID-19:

We take our customers' health and safety seriously, as well as that of our staff and in-country partners, and we have been monitoring the situation closely from the start. We rely on travel advisories from authorities of the governments of the United Kingdom, Canada, Australia, United States, as well as international organizations, local governments and our local resources to help us make informed decisions.

Cycle Europe does not normally cancel a Tour or Rental service once it is guaranteed. We continue to monitor the effects on travel of the Coronavirus-pandemic, and we will consider cancelling a trip in the 30 days prior to the 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 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 payments as Money on Account (MOA) for a future Cycle Europe Tour or Rental service to be used by December 31, 2022 (this MOA can also be transferred to another traveler, with your written authorization)
- We will refund your Tour (or Rental) cost, less the deposit

*please note that for Custom Tours the terms may vary, and we will communicate them to you individually, on a case-by-case basis.

Traveler Cancellation (if you cancel): If you, the Traveler, choose to cancel an existing 2020 departure because of Coronavirus concerns, the following terms will apply:

Standard Guided or Self-Guided Tours: as an Italian tour operator, we are bound by local decrees regarding Coronavirus, which as of May 18, 2020 only cover travel plans for the immediate future; so as to help our

customer with their travel plans, we've extended our amended, more flexible terms to all tours departing after July 1, 2020 until the end of the 2020 season.

Days before tour start date	Options
31 or more days	<ul style="list-style-type: none"> • If deposit is paid, your payments will be held on account* to be used on a future trip by Dec. 31, 2022. • Refund 25% of your deposit payment made. • If you have paid your balance in full, all funds will be held on account* for future trips, without penalties (in addition, for tours in Italy, we will lock in your 2020 price on a 2021 departure). <p>*Funds on account can be transferred to other parties. Price lock cannot be transferred.</p>
30 or less days	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.

Van, Bike and Equipment Rentals

Days before start date	Options
15 or more days	<ul style="list-style-type: none"> • If deposit is paid, your payments will be held on account*, to be used by Dec 31, 2022. • Refund 25% of your deposit payment made. • If you have paid your balance in full, all funds will be held on account* and include a 10% discount (up to €200) on a future rental, valid until December 2022. <p>*Funds on account can be transferred to other parties. The extra discount cannot be transferred.</p>
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 14 days, we will offer a solution on a case by case basis.

Terms for Money on Account (MOA) from travel booked for 2020

To give more flexibility to all our travelers booked on a 2020 Tour or Rental service that was cancelled due to COVID-19, we have waived all fees for placing your payments on account if travel was not possible due to COVID-19, effectively keeping your full payment/s as credit to be used by December 31, 2022. This Money on Account (MOA) can be used on any Cycle Europe Tour or Rental service (unless specified otherwise).

In addition:

- If travel is not possible within this time frame due to COVID-19 related reasons, you may contact us in writing to request a date extension to the credit, for a maximum of two additional years. You may also transfer the MOA to another person (family, friend, etc.) with your express, written authorization.
- If after confirming a new tour and/or tour date, you need to cancel again, the same conditions will apply. (example: you postpone your 2020 trip to a March 2021 tour, and then cancel again on January 2021. At this, point your funds are back on account to be used before December 31, 2022).
- Please note that Money on Account does not necessarily imply your tour price will remain the same – prices of tours or services may change. If there is a price increase, the traveler will pay the difference between what is on account and the new published tour price.