

Deposit

A £100 deposit per person is payable either by cheque or bank transfer along with your completed booking form; A reserved place will be issued against the named individual or individuals and a booking confirmation sent out by e-mail from Missed Adventures, this will also show the date that a total balance is due. Any tour, which is booked within 70 days of its commencement, will require payment in full at the time of booking. Receipt of your deposit and the signed booking form are your acceptance of Missed Adventures motorcycle tours terms and conditions.

Balance of Payment

A final invoice for any outstanding total balance will not be issued, but we do request that the total balance of any remaining payment for your chosen tour be paid six weeks prior to departure for UK tours and 10 weeks prior to departure for European tours. Late payment or non-payment of this total balance may result in the loss of your deposit and the cancellation of your tour.

Surcharges

If circumstances arise which are beyond our control (Government surcharges relating to transport costs / currency fluctuations in value) then we may have to implement an increase to the total cost of your tour. A price increase that falls at or below 3% of the advertised price will see the tour conducted at the original price and the costs incurred be taken up by Missed Adventures. If there is a price increase above 3%, Missed Adventures reserve the right to implement an addition to the final total balance, in proportion to this increase, to help cover costs. A price increase of 10% or more will see an option given to the individual or individuals to cancel the tour and receive a full refund.

If You Cancel

Any cancellation of a tour by an individual or individuals must be made in writing and must follow the terms as stated below:

- Cancelling up to 70 days before departure for any UK tour and up to 100 days before departure for any European tours; Then a full refund is payable minus an administration fee £40 per person.
- Between 70 and 35 days before departure for any UK tour and 100 days and 70 days before departure for any European tour; will incur a loss of deposit.
- Between 35 and 20 days before departure for any UK tour and 70 days and 35 days before departure for any European tour; Will incur the full cost to be met but with a credit voucher worth 30% of your total balance payment issued towards any Missed Adventures UK or European tour which is valid for the following 12 months.
- 20 days or less before departure for any UK tour and 35 days or less before departure for any European tour; will incur the full cost to be met and no credit voucher issued to the individual or individuals.
- Any individual or individuals, who commence a UK or European tour with Missed Adventures and then decide to leave the tour before its completion, will forego the right to any refund. Missed Adventures will also not be held responsible for any associated cost incurred by an individual or individuals who leave a tour before its completion.
- In order to cover an individual or individuals against these circumstances that may be beyond their reasonable control we recommend that you have a good standard of holiday insurance cover in place.

If We Cancel

Missed Adventures reserves the right to cancel any UK or European tour, but will only do so if circumstances occur which are beyond our reasonable control or due to the minimum number of spaces not being filled. If a cancellation is necessary then Missed Adventures will offer you a place on an alternative tour. Should the alternative tour not meet with the requirements of an individual or individuals or where an alternative tour is not possible, then we will refund the total amount paid to Missed Adventures at the time of cancellation.

Cancellations

Missed Adventures cannot accept responsibility or pay out any refund or compensation in any of the following circumstances: an unforeseen cancellation due to industrial action or dispute, blockades, natural disaster and/or the weather, wars, riots, civil unrest, public disorder or terrorism, failure of hoteliers, ferry or train operators and or their associated providers. Missed Adventures is also not responsible for any extra cost or extra expenses caused by any delay or change of direction on your tour and it will be your responsibility to cover the cost of any drinks, meals, overnight accommodation, fuel, toll charges and any other associated costs not mentioned.

Transfer of Booking

Should circumstances arise where you are unable to fulfill your booking, you may transfer it to another named individual or individuals providing you give two weeks notice of the said changes in writing. You will however be required to pay the administration cost of £40 per person and also be responsible for the new individual or individuals paying for their tour in full at the time. The above policy regarding cancellation before departure set out in 'If You Cancel' will supersede the transfer of booking if there are 20 days or less before UK departures and 35 days or less before European departures.

Tour Changes

The logistical planning and arrangements for UK and European tours are conducted many months prior to departure. In these circumstances it is possible that changes to the original itinerary may occur. In the majority of cases any necessary change will be kept to a minimum and we will endeavour to ensure that this does not adversely affect your tour. In circumstances where a major change to the original itinerary is necessary, you will be advised in writing at the earliest opportunity at which point you may; (A) remain booked on the tour and follow a new itinerary (B) take a place on an alternative tour with us to the same or similar value (C) receive a refund of the total amount paid to Missed Adventures at the time of change to the itinerary. Once a tour has commenced Missed Adventures reserves the right to change any routes and or accommodation at short notice due to circumstances that are reasonably beyond our control.

Missed Adventures Responsibilities

We acknowledge our responsibility in providing a tour package that is as close to the described tour as possible from our allocated UK and European packages. However, we are powerless in managing any inferior or unsatisfactory service in any location, which is attributable at the time to the conditions, the maintenance levels, the weather or the provider of the accommodation.

Your Responsibility

- A) Is to inform Missed Adventures of any ailment, debility, allergy or dietary requirement that may have an adverse affect on your touring holiday.
- In the case of booking any UK or European tour with Missed Adventure you have a responsibility in providing us with your full personal details as required on the booking form.
- B) As a rider on tour with us, is to use a motorcycle that is completely road legal, that is safe and mechanically sound, that is suitable for the purpose you are using it for and for you to be a competent and proficient rider on that motorcycle. Participation on our tours by an individual or individuals is entirely at your own risk and Missed Adventures cannot be held responsible for any death, injury, illness or accident.
- C) Is to have and be able to provide a valid certificate of insurance, which covers your motorcycle, the rider and any pillion passenger travelling on that motorcycle.
- D) Is to possess the ability to return yourself, any pillion passenger travelling with you and your motorcycle, back to your home in the event of an accident, a breakdown (which cannot be fixed) or an emergency.

For all European tours you must be in possession of the following up to date documents:

- E) A valid and up to date UK passport with a minimum end date not later than 6 months for travel in the EU (or a passport of the issuing country, including any visa requirement for non-UK nationals)
- F) A European Health Insurance Card (EHIC) obtainable via a main Post Office counter or via an online search. The previous Health Insurance card - E111, is no longer valid and should not be used.
- G) A motorcycle insurance policy for European travel which covers the bike you are using on tour and has the facility to repatriate you and the bike in the event of an accident or mechanical breakdown which is not able to be fixed at the time.
- H) An up to date personal travel insurance policy for the rider and any pillion passenger travelling with them. This insurance policy must include cover for any required medical treatment and have the facility for possible repatriation to the UK in the event of a serious accident or illness. Please note: The policies in G & H above (breakdown and personal travel insurance) are a compulsory feature on all of our European tours and you must be able to provide evidence that they are in place and up to date before departure. Cancellation or non-participation of a European tour due to the correct and valid documentation not being in place will render the individual or individuals liable to the full cost of the tour subject to your rights of cancellation set out in these term and conditions for travel.

Financial Protection

The Package Tour Regulations, The Package Travel and Package Holiday regulations (1992) along with the European Community Directive 90/314EC are adhered to by Missed Adventures and all monies paid will be kept in trust until such times as your tour is completed.

Complaints Procedure

In the event of any complaint, in the first instance, you should speak with the Missed Adventures tour representative. Should you consider that your complaint has not been properly addressed, then please put your comments in writing and send them to:

Missed Adventures Motorcycle Tours
 Avalon
 Dalley Lane
 Belper
 Derbyshire
 DE56 2DJ