



## Terms and conditions

### Bookings, payments and cancellations

- All bookings are made online through the Long Leg Tours Limited website. Payments are processed using WeTravel.com. For multi-day challenges, a deposit is required, with the remaining payment due eight weeks before the challenge begins. Full payment is required if booking within eight weeks of the challenge.
- If Long Leg Tours cancels the challenge, you will receive a full refund. If the minimum number of participants is not met, you will be notified at least eight weeks before the start. Long Leg Tours will not be responsible for any additional expenses due to cancellation.
- If you need to cancel, please notify us as soon as possible. We will try to accommodate you on a different challenge or dates if possible.
- If you cancel up to eight weeks before the challenge, you will receive a refund minus the deposit.
- Cancelling between eight and four weeks before the challenge means a 50% refund if fully paid.
- No refunds for cancellations less than four weeks before the challenge.
- No refunds for unused accommodation or services if you leave the challenge early.
- A full refund, including deposits, is available if you cancel within fourteen days of booking.
- Long Leg Tours may make changes before or after confirmation due to various reasons:
  - o Cancellation may occur in cases of Force Majeure or if the minimum required participants are not reached.
  - o Clients will be offered an alternative or a full refund in case of tour cancellation.
- Single room options are available, except on ferries. If you are taking part with friends, then we will always try to room you together in a twin. If you are travelling alone then you will be



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roomed with another member of the group in a twin or triple room (same sex).

- If you choose the single room option, you will have your own room for the duration of the trip except on ferries. This will be in either a single room or single occupancy of a double room. Extra charges may apply for single room occupancy.

#### [Insurance policy and guidance](#)

- Adequate travel insurance, including medical cover, is compulsory. Long Leg Tours is not responsible for your illness, injury, or loss/damage of belongings.
- We strongly recommend you insure your bike for the duration of the challenge, including any loss, theft or damage during transit.
- Long Leg Tours isn't responsible for bike theft during the tour or while in transit.
- We strongly recommend riders have public liability insurance.

#### [Safety and Personal Risk policy](#)

- Cycling involves risks, and you participate at your own risk. Long Leg Tours is not responsible

for accidents. You are responsible for your safety and need to handle hazards appropriately.

- For safety, parts of the ride may be abandoned or amended.
- Riders must meet certain time points during the ride for support. If a rider can't keep up due to fitness or other reasons, they may be removed from the challenge.
- You must be fit for the strenuous challenges offered. Inform us of any medical conditions, and we may require a doctor's certificate. Disclose any conditions that may affect your participation.
- Offensive, aggressive, or illegal behaviour is unacceptable and may result in expulsion from the tour without refunds or future bookings.

Finally:

- The level of support varies for each challenge, detailed on the website. First aid trained staff

will always be available.



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- Flexibility is necessary, and delays or changes may occur. By booking, you accept this flexibility.



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