



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 six weeks before the challenge begins. Full payment is required if booking within six weeks of the challenge.
- In the unlikely event Long Leg Tours cancels the challenge, participants will receive a full refund.
- If you cancel up to six weeks before the challenge, you will receive a refund minus the deposit.
- Cancelling between six and four weeks before the challenge participants will receive 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.
- If participants have booked at least six weeks before the ride, a full refund, including deposits, is available if you cancel within fourteen days of booking.
- If a minimum of 12 participants is not met, you will be notified at least six weeks before the start of the challenge. For the ride to go ahead an extra surcharge may be required or the ride will be cancelled and all funds apart from the deposit will be returned. Long Leg Tours will not be responsible for any additional expenses due to cancellation
- Single room options are available, except on ferries. If participants are taking part with friends, then we will try to room you together in a twin. If participants are travelling alone then you will be roomed with another member of the group in a twin or triple room.
- If participants choose the single room option, the individual will have their 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 will apply for single room occupancy.



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Insurance policy and guidance

- Adequate travel insurance, including medical cover, is compulsory. Long Leg Tours is not responsible for a participant's 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 individuals participate at their own risk. Long Leg Tours is not responsible for accidents. Participants are responsible for their safety during the challenge and negotiating hazards appropriately.
- For safety, parts of the ride may be abandoned or amended.
- Participants must be fit for the strenuous challenges involved. Inform us of any medical conditions, and we may require a doctor's certificate. Disclosure of medical conditions may affect participation.

Participants' Behaviour

- Participants must reach cut-off points within time limits during the challenge. If a rider does not reach a cut-off point by a certain time, participants may need be removed from the ride to ensure the overall group is supported. If participants are removed from the ride, they will need to arrange their own transport from place to place, we will always try to help but this can't be guaranteed.
- If participants decide not to ride certain parts of the challenge, they will need to arrange their own transport from place to place.
- Offensive, aggressive, or illegal behaviour is unacceptable and may result in expulsion from the tour without refunds.
- Participants are required to be on time when starting their ride each day. If participants are late starting at the agreed time each day, they may be removed from that day's ride and must arrange their own transport from place to place. This is to ensure that Long Leg Tours can support those riders that have left on time.
- Participants are expected to be respectful of local customs and the environment. This includes not littering.

Finally: flexibility is necessary, and delays or changes may occur, most of which beyond Long Leg Tours control such a force majeure. By booking, we expect participants to enter into the spirit of the challenge and be flexible in their approach.



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