



FURTHER INFORMATION / TERMS AND CONDITIONS FOR RIDELINES TWEED VALLEY TREBLE.

The Tweed Valley Treble (the trip) is held during the week of your booking from Monday to Friday inclusive of check-in and check-out days. The specifics of the general points included in the the trip can be found below. Furthermore below are the terms of conditions of sale including our obligations to you (the client) and yours to us (Ridelines)

THE FIVE DAY TRIP BASIC SCHEDULE.

MONDAY DAY 1: You will check into your hotel on Monday afternoon and take a 2 course evening meal. All hotel amenities will be available to you from this point forward to check-out on Friday morning. You will also meet your guide on Monday evening.

TUESDAY DAY 2: You will take breakfast followed by a bike and kit check by your guide. There will then follow a day's riding within the trail centre at Glentress. This may include advice and instruction on the type of riding to follow. You will be supplied with a packed lunch that you must make space to carry. We will return to the hotel to take an evening meal.

WEDNESDAY DAY 3: You will take breakfast followed by a bike and kit check by your guide. We will ride to the Innerleithen area potentially visiting the trails at both Innerleithen and Caberston (The Golfie) We will take lunch at one of the the local cafes. We will return to the hotel and take an evening meal.

THURSDAY DAY 4: You will take breakfast followed by a bike and kit check by your guide. We will set off for our big valley ride. You will be supplied with a packed lunch that you must make space to carry. This ride is likely to have 1000-1500m climbing and be around 40km in distance. Although we will tailor this ride to the potential attending group, it will have quick return points if riders cannot complete it. We will finish at the hotel and take an evening meal.

FRIDAY DAY 5: You will take breakfast with your guide and check out by a pre-agreed time in the morning.

DEFINING FULLY CATERED

Fully catered refers chiefly to the availability of meals. Before every night spent at the hotel, your 2 course evening meal is provided. After every sleep at the hotel, your breakfast is provided. During every full day of the trip, you will be provided with a high quality packed lunch or cafe lunch. Coffee and tea will be provided at breakfast and your evening meal includes a drink from a limited menu. All further purchases from the hotel must be paid by the client for at point of delivery.

DEFINING YOUR ACCOMMODATION

We may use different accommodation providers for different dates of the trip depending on availability. Your accommodation standard will always be 3 star or equivalent. The trip price is based on shared accommodation. This means you may be in a twin room with another client. Male and female clients will not be put in the same room when booked separately. If you have any reservations about the type of accommodation you should expect on the trip please contact us.

YOUR AGREEMENT WITH RIDELINES

This document details the terms and conditions of sale and operations of services sold by Ridelines Mountain Bike Tuition Ltd. 33 Miller Street, Innerleithen. EH44 6QR. Hereinafter referred to as "Ridelines" The term 'client' refers to the individual or organisation making the booking.

Please take the time to read and understand these conditions prior to booking with us as they set out our respective rights and obligations.

We also strongly recommend that you also read all the details set out in the web page relating to your trip prior to booking to ensure that you understand the itinerary and style of the trip you are undertaking.

These terms and conditions, together with any written information we brought to your attention before we confirmed your booking constitute the entire understanding and agreement between us and by completing

a booking you are accepting these terms and conditions. By submitting a booking online, the first named person making that booking agrees on behalf of all persons detailed on the booking that:

- They and further participants have read these terms and conditions and has the authority to and does agree to be bound by them
- They and further participants consents to our use of information in accordance with our Privacy Policy;
- They and further participants over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services
- That they have made all others listed in the booking aware of these terms – regardless of how final payment is made – and that all clients accept and agree to be bound by these terms individually. If you have any questions regarding the above, please contact us.

ERRORS IN DESCRIPTION OR PRICING

Although we have made our best attempt to verify the accuracy of statements made in our online documentation, we cannot be held responsible for any error, omission or unintentional misrepresentation that may occur. We reserve the right to correct prices and other details in such circumstances.

You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed. We reserve the right to adjust pricing or our commitments based on the above.

When you complete and return the booking form you agree to accept all these conditions and when we accept your booking we agree to carry out our obligations as defined to you in all materials sent to you from us. This agreement is made subject to, and must be interpreted and enforced by Scots Law.

BOOKING AND PAYMENT

To secure your booking, the total amount of the trip is required when the reservation is made. Payment must be made in pounds sterling. We reserve the right to cancel your reservation if payment is not paid at the time of purchase. Your booking is not accepted and no contract exists until the date shown on the confirmation email issued by Ridelines to the client.

If the individual client making the booking is doing so for a group of two or more people, they will be the primary contact and responsible person for all passengers and all information and matters concerning the reservation.

Prices quoted are based on shared accommodation, and may be subject to change without notice. A supplement may be charged for single room occupancy, as detailed in the trip information on our website. We reserve the right to return your booking price and decline to issue a confirmation at our absolute discretion.

When you receive your confirmation email, you are assumed to have read this document and to have distributed it to any third parties you are booking for as per the conditions of sale.

A full detailed kit list, meeting instructions and final trip arrangements will be sent to you two weeks prior to your trip start date.

The client is responsible for providing correct contact information including email and mobile phone number. Any failure in services resulting from us having incorrect contact information will be deemed to be the fault of the client and no compensation will be available.

Your participation & medical disclosure form can be found at the bottom of this document. You must send this to us before or attend the beginning of the trip with this filled in so as to be easily read by your guide in case of an emergency.

Bookings will be confirmed electronically by email once deposit payment has been received. Should this confirmation not be received, the client must contact us to raise the matter. This could be for various reasons including incorrect spelling of email addresses during the booking process.

Bookings requiring collection via public or private transport stations or destinations: It is the responsibility of the client to provide the correct pick-up and drop-off information. Any loss of service or extra charges incurred by the client as a result of any incorrect information being supplied to us will not be the responsibility of or compensated by the company.

CANCELLATION BY THE CLIENT

If you cancel your booking more than 60 days before the first day of your trip, you will receive a refund of monies paid. Minus a 10% administration fee. If you cancel your booking less than 60 days before the first day of your trip you will receive no refund on monies paid regardless of rationale.

In such instances your booking is non refundable and non transferable, however, where possible we will always do our best to accommodate clients at the new time. In such instances it may be necessary to pay a surcharge for additional services from 3rd parties.

For cancellation due to cancelled or diverted flights, public transport (likewise other forms of transport) clients will be required to rebook and no refund will be given. Your trip tickets can be used as proof of purchase if clients wish to seek reimbursement through their travel provider or insurer. We highly recommend that you purchase insurance for your means of travelling to location of your trip.

CANCELLATION BY US

We will always try our best to avoid delaying, cancelling or amending any trip. However, we reserve the right to change the itinerary advertised for any booking, at any time and for any reason we deem would affect the itinerary or safety during the trip or activity. Such as adverse weather conditions, forestry operations and other seasonal activities.

If the minimum number needed to operate a trip has not been met, we may also cancel the trip. In the latter case we will advise you no later than 28 days prior to departure. **If you are paying for transport please contact us before you book your travel to confirm that the trip has enough participants to run the trip.** In the event of circumstances that force us to cancel a trip you will be offered an alternative trip, credit with Ridelines, or receive a full refund of any deposit or prepayment you have made.

We are not liable for any additional expenses you incur through cancellation, amendments or unforeseen delays including, but not limited to, visas, vaccinations, travel insurance excess, or non refundable flights, train or bus tickets. In circumstances where cancellation is due to external events outside our reasonable control, refunds will be less any unrecoverable expenses and non-refundable deposit paid.

YOUR DUTY OF CARE TO YOURSELF

It is a fundamental booking condition that you accept certain activities such as mountain biking can be hazardous and may involve elements of risk or discomfort, and that you take personal responsibility for your own actions. We take no responsibility for damage, death or injury caused to you or by you as a result of participation.

You must at all times participate within your own ability and always wear approved safety equipment. You must confirm that you are fit to participate in your chosen activity and that you have informed us of any medical conditions affecting your participation in the activity. You must notify us of any specific medication and dietary requirements at time of booking.

If you have to drop out of a trip, although we will do our best to assist, you will be responsible for any travel arrangements or additional costs incurred. For clients using our services to participate in mountain biking and its extended physical activities. It is the client's responsibility to ensure the suitability of a route for their fitness, abilities and equipment. For those participating whether hired or belonging to you – it is your responsibility to arrive with and keep your bike in safe working order.

You must wear a helmet for the duration of the trip. Both for riding uphill and down. Your helmet will be inspected by your guide to see that it is fit. No helmet, no ride. This is a minimal and essential personal protective equipment requirement of all Ridelines activities.

CONDITIONS OF OUR 3RD PARTY SUPPLIERS.

Many of the services which make up your trip are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. These will form part of your contract with us. Some of these terms and conditions may limit or exclude the supplier's liability to you. Please ask us for any terms of service of our trip partners if you should require them.

LIMITATIONS ON RESPONSIBILITY FOR YOUR EQUIPMENT.

Please note that we do not provide bikes or other cycling equipment as part of the trip. However, we can offer the option to hire bikes and some other items of cycling equipment for the duration of the trip from third party companies. Please note that such hire does not form part of your arrangements with us and your contract for the hire is at all times with the third party hire company. I

In all circumstances, it is your responsibility to ensure you bring a suitable bike with you for participation in the tour, whether this is your own bike or one you have hired from a third party company. You accept that you are responsible for the condition and maintenance of the bike and any other such equipment you use on the tour.

Please note that whilst all reasonable efforts will be made by us to ensure the safekeeping of your bike, we cannot be held responsible for any loss or damage to your bike as a result of your participation in the tour or otherwise. We always recommend our clients bikes and equipment are fully insured.

MEDICAL AND DISABILITY CONSIDERATIONS

We will do our utmost to cater for any special requirements you may have. If you or any member of your party has any medical condition or disability which may affect your participation in the arrangements, please provide us with full details before we confirm your booking so that we can try to advise you as to the suitability of your chosen arrangements.

In certain circumstances, we may require you to produce a doctor's certificate certifying that you are fit to participate in the activity. If we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we will cancel it and impose applicable cancellation charges when we become aware of these details.

You must be adequately fit to cover the distances and undertake the program set out in your itinerary. If it is felt that any client is not sufficiently fit, healthy, properly equipped or able to complete the tour without affecting its safety, comfort or happy progress, the tour guide at any stage has the right to remove you from the trip.

Medical Treatment: It is a condition of your booking that in cases of emergency we have your authority to arrange any necessary medical or surgical treatments and to sign any required form of consent on your behalf. **You and any other participants in your party must complete the medical disclosure and participation form at the bottom of this document.**

SPECIAL REQUESTS. DIETARY, CULTURAL OR SIMILAR

Any special requests must be advised to us at the time of booking. For example diet, room location, a particular facility at a hotel etc. You should then confirm your requests in writing to us before booking the trip.

Whilst every effort will be made by us to try and arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met.

Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed. We do not accept bookings that are conditional upon any special request being met.

LIABILITY AND COMPENSATION

Our responsibility to you does not commence until the appointed time at the designated meeting point. If you fail to arrive there at the appointed time for whatever reason, we will not be responsible for any additional expenses incurred by you to meet up with the group.

We shall not be held liable for any damages caused by the total, or partial failure to carry out the contract if such failure is due to the theft of bicycles or injury as a result of cycling either on or off road and in particular injuries as a result of either inadequately maintained and serviced personal equipment or failure to wear the correct safety equipment most notably minimal and recommended personal protective equipment.

We will accept liability for our negligence causing direct physical injury to passengers only to the extent that it is obliged under Scottish law. We cannot accept any liability in the event of delay and resulting costs incurred by the client due to circumstances out of their control. These circumstances can include, but are not limited to, the following examples:

- Road traffic accidents causing delays to arrival or the trips itinerary.
- Deaths or accidents causing injury on the roads.
- Vehicle breakdowns.
- Unforeseen problems caused by other participants.
- Industrial action by 3rd party suppliers.
- Civil unrest.
- Any action of a third party that damages equipment essential to the trip.
- Severe weather conditions.
- Actions of the police, customs officers or any other government officer that results in delay
- Force Majeure (war, natural disaster or similar)

We shall not be liable for any damages caused by the total or partial failure to carry out the trip if such failure is: attributable to anyone other than us; unforeseeable or unavoidable and attributed to a third party unconnected to us; a result of unusual or unforeseeable circumstances, reasonably beyond our control; a result of an event which we or any of our agents, even with all due care, could not foresee.

Any independent arrangements you make which are not part of the trip are entirely at your own risk. Eg bike hire, extra nights accommodation.

We are covered by public liability insurance; by completing our booking form you acknowledge that we have taken all reasonable steps to safeguard its liability in this respect.

In the event that any term or condition contained in these Booking Terms and Conditions is unenforceable or void by operation of law or as being against public policy or for any other reason than such term or condition shall be deemed to be severed from this contract or amended accordingly only to such extent necessary to allow all remaining terms and conditions to survive and continue as binding.

Ridelines, its owners, directors, employees, affiliated entities, agents, representatives, officers, directors, associates, volunteers, successors and assigns (collectively, "the company"), which acts only as an intermediary for its suppliers, assumes no responsibility for and cannot be held liable for any negligent or wilful act or omission of any supplier, or of any other person or entity.

A supplier's services are subject to the supplier's own terms and conditions, as well as the local laws and regulations of Scotland.

PARTICIPATION WAIVER

By booking on the trip you are assumed to have read this document and understood it. You understand that you have had the option to contact us to clarify any details you feel are outstanding or unclear. This forms the following assumed declaration of the following by you (The client) and all member of your potential party.

I have voluntarily applied to participate in the tour on which I am booked.

I am voluntarily participating in this tour with the knowledge of the numerous risks and dangers involved, or any other actions, omissions, or conditions outside the control of the company.

As lawful consideration of, and as part of the payment for, the right to participate in the tour, and as part of the payment for the services arranged for me by the company I agree to be responsible for my own welfare and assume all of the above risks, including those known and unknown to me.

As lawful consideration of, and as part of the payment for, the right to participate in the tour, and as part of the payment for the services arranged for me by the company, I expressly release, discharge and hold harmless forever Ridelines Mountain Bike Tuition (Ridelines) their owners, employees, affiliated entities, employees, agents, representatives, officers, associates, volunteers, successors and assigns from and against any liability, actions, causes of actions, debts, suits, claims and demands of any and every kind and nature whatsoever which I now have or which may hereafter arise out of or in connection with my tour or participation in the activities arranged for me by the company.

I agree that the terms of this agreement shall serve as a complete release and express assumption of risk for myself, all members of my family and all minors traveling with me, my and their heirs, successors, assigns, and legal representatives. It is my intention to fully assume all risks associated with this tour and to release the company from any and all liability to the maximum extent permitted by law.

I further agree to "indemnify" the company against any claim by any person, including minors, arising in whole or in part from an injury or other loss suffered or caused by me in connection with the expedition or my participation in the trip.

I have carefully read and understand the provisions and legal consequences of this agreement, and I hereby agree to all of its conditions. I agree that if any portion of this agreement is found to be void or unenforceable, the remaining portions shall remain in full force and effect.

I acknowledge that by accepting these terms and conditions (i.e. by completing a booking), this constitutes my acceptance of this agreement.

INSURANCE DETAILS INTRODUCED WHEN BOOKED.

PARTICIPATION FORM AND MEDICAL INTRODUCED WHEN BOOKED.

CONTACT DETAILS REQUIRED UPON BOOKING.