



Terms & Conditions

1. All bookings are to be made online via the Long Leg Tours website. The booking process is via BookingBug and payments are processed by Strip. For all multiday challenges a non-refundable a deposit is required. The remaining funds are to be paid 8 weeks before the start of the challenge. A payment reminder will be emailed around 10 weeks before the ride. If you book within 8 weeks of the start of the ride full payment will be due at the time of booking.
2. In the unlikely event that we have to cancel the challenge you will be entitled to a full refund. If the challenge is cancelled because the minimum number of people required to operate hasn't been reached, then you will be notified no less than 8 weeks before the start. If the challenge is cancelled by us we will not be responsible for any incidental expenses that you may have incurred such as travel expenses, and no compensation will be paid to cover these expenses.
3. If you have to cancel then please notify us as soon as possible. We always try to be fair and will always try to move you to a different challenge or different date if possible.
4. If you cancel up to 8 weeks before the challenge starts we will refund everything paid over the deposit amount.
5. If you cancel between 8 and 4 weeks before the challenge starts and have paid in full we will refund 50% of the total funds paid.
6. If you cancel less than 4 weeks before the challenge starts we are unable to refund any funds paid.
7. No refund will be given for any unused accommodation, services or feature of the trip if you need to leave the challenge early for whatever reason.
8. If you decide to cancel within 7 days of booking you will be entitled to a full refund including deposits paid.
9. Cycling is a potentially dangerous activity and the risks involved should be considered before undertaking such a trip. The recommended routes will mostly be on quiet back roads however there will be times when we cycle on busier roads. All persons undertaking this challenge do so at their own risk and Long Leg Tours cannot be held responsible for any accidents that may occur whilst on the trip. You will need to ride in a manner that is safe for yourself and for others. Long Leg Tours will highlight a number of hazards along the route. You will need to rely on your own ability to deal with all hazards which may or may not have been highlighted. A cycling helmet must be worn at all times while riding.



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10. For safety reasons we may have to abandon parts of the ride at any point. In this case we will provide transport to our next accommodation or the finish.
11. To prove the group the best support, riders will need to reach certain points of the ride by certain times. If riders are outside these times they will be required to catch a lift in one of the support vehicle for sections of the ride. In the unlikely event that a rider is unable to keep a suitable pace due to fitness or other circumstances and all other options have been explored we reserve the right to remove a rider from the challenge.
12. It is your responsibility to ensure that you are sufficiently fit and healthy to complete the challenge, the challenges on offer are very strenuous. At the time of booking please inform us of any medical conditions. We reserve the right to request a doctor's certificate proving you are medically fit to participate. If you are affected by any condition, medical or otherwise, that might affect you please advise us before booking.
13. It is compulsory that you take out adequate travel insurance including medical cover, personal accident, loss of belongings and cancellation cover. We cannot be held responsible for your own illness, injury or loss/damage of your bike or belongings while on holiday.
14. It is important that your bike is insured for the duration of your challenge. This insurance should include any loss or damage to your bike that may occur during your challenge or while in transit.
15. Long Leg Tours cannot be held responsible for the loss of your bike if it is stolen during the tour. This includes if the bike was stolen from one of the accommodation providers, stops or if your bike is being transported in one of our vehicles. It is important to be aware that we don't have any insurance for your bike, even if your bike is in our care, in one of our vehicles.
16. Whilst we take great care to ensure that your bikes are always safe. We have been very fortunate and have never had a bike stolen whilst in our care, but it always remains a possibility. For this reason, you need to ensure that your bike is fully insured from the moment you start the challenge,
17. We consider offensive, aggressive or illegal behaviour to be completely unacceptable. Any such behaviour directed at either our staff, other members of the group or the general public will not be tolerated. We reserve the right to ask you to leave the tour with immediate effect. No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.



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18. If you are taking part with friends then we will always try to room you together in a twin or if you're with your partner then you will be in a double room (or a twin if you prefer). If you are travelling alone then you will be roomed with another member of the group in a twin or triple room (same sex).
19. 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 in a mixture of en-suite and non en-suite rooms.
20. The support you will receive differs from challenge to challenge, the level of support will be detailed on the website at the time of booking. We will always have first aid trained support staff.
21. There is a natural need to be flexible on a challenge of this kind. The day to day agenda and ultimate aim is taken as an objective and not as a contractual obligation. It is a fundamental condition of booking that you accept that flexibility, and acknowledge that delays and alterations and their subsequent results, such as inconvenience, discomfort, or disappointment, are possible.
22. Entrants give permission for the organisers and their agents to use any photographs, video tapes, motion pictures, website images, recordings, or any other record of the event. Such articles may be used or included on websites, media publications, advertising, promotional information, or other publicly accessible sources.



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