Terms & conditions

1. The terms of “The Company” - Exeplore limited t/a Devon Cycling Holidays are agreed by nature of purchasing a linked travel arrangement with us.
2. These terms and conditions are subject to change, in writing from time to time.
3. The customer is the lead rider and every participant in any activity or service provided by “The Company”.
4. The activity or service is payable in advance due to the nature of arranging services in the tourism industry.
5. The customer agrees that any cost in arranging this service is payable no later than 30 days prior to the travel or service date.
6. The customer agrees to cover the administration costs of providing the linked travel arrangement and that these costs make up the deposit, this is non- refundable.
7. The Company hold any remaining balance of funds in a client account, these funds will not be accessed until the customer is entirely happy with their holiday.
8. If “The Company” does not hear to the contrary with in 48 hours of the travel arrangement or holiday finishing then we assume that the customer is entirely satisfied.
9. The customer is responsible for the hire equipment that we provide for the duration of the hire period.
10. The customer agrees that any call out and labour costs associated with a non- mechanical fault road or trail side call out is their responsibility and cost.
11. The customer can opt to buy our insurance and that is offered prior to booking.
12. Any mechanical fault is repaired or replaced as soon as is reasonably possible.
13. The term “Self -Led Tour” describes a chosen route being led by the customer and or their group members.
14. “The Company” does not take responsibility for the accuracy of any mapping or route guidance. The Customer must satisfy themselves that they can direct themselves around the chosen route entirely.
15. “The Guide” – company representative leading the ride for the customer is not responsible for the mechanical integrity of the rider’s bikes.
16. “The Company will make every effort to make sure that the customers experience is as relaxing and comfortable as possible.
17. The company is not liable for all the goods and/or services supplied. The customer accepts that by purchasing a “linked travel arrangement” they accept that their “multiple contracts” are with each individual supplier of each product or service supplied.