



1. Your event price

We reserve the right to alter the prices of any of the events or tours shown on our website. You will be advised of the current price of the event or tour that you wish to book before your holiday is confirmed.

When you make your booking, the amount in full is due within 7 days. Payment plans may be granted on request. Failure to pay by the due date could be considered as a cancellation on your part and we reserve the right to give your space to another rider.

Changes in transportation costs, such as the cost of fuel, taxes, landing taxes, embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. If this occurs, we will contact you via email to discuss the increase or decrease in fees. However, there will be no change within 30 days of your departure. If this means that you must pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another tour or event if we are able to offer one or cancelling and receiving a full refund of all monies paid, minus any amendment charges and bank fees. Should you decide to cancel for this reason, you must exercise your right to do so within 7 days from the sent date of the email with the change in cost. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

The payment method will be sent on your invoice. If paying via bank transfer, then all transfer costs MUST be covered by the ordering customer. Whilst we can accept PayPal payments, please note that we are only able to accept payments in GBP (£) (the exchange rate will be worked out on the day of the invoice generated) AND it will incur an extra 5% charge to cover PayPal fees.

2. If we change or cancel your tour or event

For a holiday of this kind, it is normal that arrangements and clients must be flexible. The day-to-day agenda and goal of the trip are taken as aims and not as contractual obligations. It is a necessary condition of you joining any of our tours or events that you accept this flexibility. Whilst we do plan arrangements in advance, occasionally we may have to make changes, and we reserve the right to do so at any time. Most of these changes will be minor and we will notify you of them as soon as possible. In the case of such changes there is no entitlement to cancel without penalty.

If we must make a major change to your holiday, we will notify you via email and give you the option to cancel with a full refund minus any bank fees. We will pay no compensation towards other expenses.



We reserve the right in any circumstances to cancel your trip. For example, if the minimum number of clients required for a particular trip is not reached, we may have to cancel, in which case you will get a full refund of the monies paid, minus bank fees. However, we will not cancel your trip less than 4 weeks before your departure date, except for reasons of force majeure, inadequate insurance cover or failure by you to pay the final balance. For this reason, we strongly advise you not to incur any non-refundable incidental expenses, e.g., flights, before we have sent you final confirmation of your itinerary. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available. If, for an unforeseeable reason outside of our suppliers' control, we must cut short your holiday, no refund or compensation will be made for any unused hotel accommodation, hire equipment, air tickets or any other unused service or feature of the trip.

Force Majeure: We will not pay you compensation if we must cancel or change your travel arrangements in any way because of war, riot, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other unforeseen circumstances that may amount to force majeure.

3. Cancellation Charges

Notice to cancel your holiday must be given in writing to us, this can be sent via email. Cancellation charges will be calculated from the date we receive written cancellation. Any amendment changes that arose before the cancellation, and any deposits paid for any pre-booked items or services will still be payable. In the event the customer cancels, a £150 GBP admin fee will apply. Of the balance after this:

Cancellation Charge of the remaining balance after deposit

Dates	Refund Amount
On or before 30th November 2026	100%
Between 01st and 31st December 2026	50%
On or after 01st January 2027	0%

4. Our liability to you

If the contract, we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However, we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

5. Personal injury unconnected with your booked travel arrangements

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements or an excursion arranged through us, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you or any member of your party to £1,000.

6. Conditions of carriage

The contractual terms of the companies that provide the transportation for your travel arrangements will apply to this contract.

7. Data protection

We take full responsibility for ensuring that proper security measures are in place to protect your information. When you make a booking, you consent to all the information you provide being passed on to our suppliers, wherever they may be based. The information may also be provided to public authorities such as permit offices, customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies.

YOUR COMMITMENT TO US

1. Your event or tour price

When you make your booking, you must pay the amount in full within 7 days. Of this amount, £150 forms part of a non-refundable deposit for the land only travel arrangements. Upon receipt of your booking, we will forward a confirmation invoice informing you of the date by which final payment must be made for your trip. We advise that you book any extensions, extra services or additional accommodation at the time you make your holiday booking. If you wish to book an extension to your trip (or add any additional services to your booking), a separate non-refundable deposit of £100 or the full extension price if less than £150, is payable before the extension booking can be confirmed.

If you are making your own flight arrangements, you must check that your chosen event has reached the minimum numbers required and is confirmed to go ahead - BEFORE paying for your air tickets. Please check with your MTB-Worldwide office. We cannot be held liable, in cases where we cancel the event you have booked, for any losses incurred relating to any flight booking you have made elsewhere.

2. Transferring to another event or tour

If after our confirmation invoice has been issued, you wish to transfer to another event or tour, we will do our utmost to arrange this, but it may not always be possible.

Any such request must be made in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £150 plus, any further costs we incur in making this alteration. You should be aware that costs incurred in transferring a booking could increase the closer to the departure date they are made, and you should therefore contact us as soon as possible. You cannot transfer your tour or event later than 10 weeks prior to the start date. Any request to transfer your booking received within 10 weeks of departure will be treated as a cancellation and subject to the charges shown in section 3 above.

3. Passports, Visas and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility, and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. In some cases, full and correct passport information is required when a booking is submitted to us in order that we can obtain necessary tickets, permits and visas on your behalf. If you do not supply the appropriate and correct information when you make your booking, we will not be able to make the necessary bookings on your behalf and cannot be held responsible.

4. Travel and cancellation insurance

To take part in any of our events or tours, you must be covered by adequate insurance for the complete duration of your trip. This insurance must include cover for; medical expenses, injury, death, cost of repatriation, helicopter evacuation (at the correct altitude for your trip) and cancellation and curtailment. If in the event of an emergency, medical rescue or evacuation from a trip is required by you, the client, either by foot, helicopter or otherwise the responsibility for the payment of such costs will lie with you - the client. It is imperative that the client ensures adequate insurance cover is in place before departure. It is your responsibility to ensure that the insurance cover you purchase is adequate for the needs of you and your party. We do not check alternative insurance policies or the cover of each insurance policy.

We reserve the right to cancel your booking at any time before departure if we are not satisfied that adequate insurance for you is in place. All baggage and personal effects, including bicycles, are always at your own risk. We will not be responsible for any loss, damage or accident to any luggage and property, however incurred. You are advised to check the limitations of your insurance policy in this respect.



5. If you have a complaint

If you have a problem during your event, you must inform the event director or tour leader who will endeavour to put things right. It is strongly suggested that you communicate any complaint to the event director or tour leader without delay and complete a report form whilst on the event. If you fail to follow this simple procedure, we will have been deprived of the opportunity to investigate and rectify your complaint during your holiday, and this may affect your rights under this contract.