



Calle 16 No. 152, entre 13 y 15
Vedado, La Habana, 10400
+53 5 247 66 33
info@rutabikes.com
www.rutabikes.com

Legal Policies

HOW DO I MAKE A RESERVATION?

Due to the limited capacity of each tour, spots are available according to reservations and then on a first come, first served basis. Therefore, the spot is not guaranteed and booking is not finalized until payment has been processed and a confirmation receipt has been issued. In order to pay for your reservation in advance, you must provide your credit card information, which will be processed using a secure connection.

DEPOSITS AND PREPAID POLICY

All bike tours, private and group tours reservations require a 50% advance deposit, due to the upfront costs and organizational requirements for our staff. The other 50% will be paid at the office the day of your tour.

REBOOKING

For the regular tours, rebookings will be possible and free of charge, up to 24 hours before the date of your reservation and during office hours (Monday-Saturday; 8:00-5:00pm UTC -5 Havana). Rebooking the same day of your reservation will imply a rescheduling fee of 10 CUC. A new date will be booked whenever there is availability.

REFUND POLICY

For the regular tours, 100% of your deposit will be refunded for cancellations up until 48 hours before your tour. Any cancellation made within 48 hours of the start of a tour will be non-refundable.

For private group tours in the city, refunds will only be possible in cases of cancellations with at least 15 days advanced notice, due to the fact that these tours often require that we refuse reservations from other customers.

For multiday tailor made tours, refunds will only be possible in cases of cancellations with 30 days advanced notice, due to necessary upfront arrangements with cost and organizational requirements for our staff.



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GROUP DEPOSITS

All private or group tours require a 50% advance deposit, in some cases 100% depending on the upfront costs or organizational requirements for our staff. Due to the fact that group and private tours often require that we refuse reservations from other customers, refunds will only be given for those that cancel their reservation with at least 15 days advanced notice.

NO SHOW, LATE ARRIVAL, CANCELATIONS DURING THE TOUR, ILLNESS AND OTHERS

NO-SHOW

If the Client does not arrive to the tour (15 minutes window) and does not give any notice beforehand, it is considered a "no-show." No refund whatsoever will be issued to no-show clients.

In any situation where the client(s) do not show up for their scheduled tour and they are the only client(s) in the tour, RutaBikes reserves the right to cancel the tour after 20 minutes of waiting unless notification of late arrival has been made in advance.

LATE ARRIVAL

Tours start and end as scheduled by RutaBikes. If a client arrives late, the tour time missed is not refundable but may be changed to another tour date against a rescheduling fee of \$10 CUC, depending on schedule availability.

If a client arrives late to a private tour, RutaBikes reserves the right to alter (shorten) the itinerary accordingly in order the tour ends at the agreed time.

CANCELATIONS DURING THE TOUR

Regular tours start and end at RutaBikes' office. Distance and intensity of the tour is specified in our website. If a client, for particular reasons, chooses to end the tour in a different point, a charge of 10 to 15 CUC per client will be applied, in



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accordance with the distance between this point and RutaBikes' office. This sum will be used to pay the costs of transportation of the bike(s) back to the office. Our staff is committed to look for the best solution in cases where the client is forced to stop the tour due to an illness or sudden discomfort that makes him impossible to continue with the tour.

RAIN POLICY

In the case of rain, it shall be assumed that the tour will be going as scheduled unless otherwise notified by RutaBikes to the clients. RutaBikes will cancel the tour in cases of extreme weather that compromise the safety of the clients which include lightning, thunder, heavy rain and/or flooding. If the tour goes out and the client decides to abandon their booking, he/she will be refunded 50% of their payment or given 100% credit to a future tour of equal or less value.

CHANGES BY RUTABIKES

RutaBikes reserves the right to modify or cancel its services arrangements if unforeseen circumstances arise.

In the event Ruta Bikes be forced to cancel or introduce significant changes into booked tours or programs before the starting date of such program for reasons beyond our control we will inform the client as soon as possible and will put our utmost effort to arrange alternatives that are of equal value.

If force majeure occurs while the program is in progress, RutaBikes will try to make reasonable alternative arrangements as well.

CODE OF CONDUCT

Clients are expected to behave respectfully to others, including but not limited to fellow client, guides, staff and/or activity personnel, and to the property of others, including but not limited to shared facilities and public environment. Also, clients are expected to obey the laws and adapt to the customs of the country they travel in.