

Booking Conditions

Responsibility

SARL Normandie Rando (Cycletours) and its agents and associates act only as agents for the traveller and accept no responsibility for the products and services provided by any local operator, bicycle renter, hotels, restaurants, transportation used in connection with these tours, nor any liability for claims, damages, expenses or other financial loss to persons or property. In the event that it becomes necessary or advisable to alter the itinerary or arrangements, such alterations will be made without penalty to the operator. Clients are responsible for selecting a holiday that suits their abilities, level of fitness and state of health.

Insurance

All clients should have a third party personal liability insurance.

We, SARL Normandie Rando (Cycletours) do not sell travel insurance but strongly advise our clients to purchase one.

Reservations

Our prices are in Euros. We require a non-refundable deposit of 10% of the total holiday cost to confirm your reservation.

The balance is due 6 weeks before departure. If the final payment is not made by that time your trip will be cancelled and there can be no refund of your deposit. We will only send you an invoice once this final payment is made.

If you book less than 8 weeks before departure, full payment must be made on booking.

Cancellation

Notification of cancellation must be made to us by mail and will be effective upon receipt.

If you cancel your booking more than 6 weeks before departure we will not refund your deposit.

The fee for cancellation made between

41 and 15 days before departure 50% of the holiday price

14 days or less before departure 100% of the holiday price

Any change of date after booking is subject to a 30€ fee.

Complaints

Any issue should be communicated to SARL Normandie Rando (Cycletours). Every effort will be made to have the issue addressed in a timely manner. Any other complaints should be made by registered mail to Normandie Rando within 10 days of the end of the holiday. No complaints will be entertained after this period.

In the event that an out-of-court settlement cannot be agreed on, all disputes will be settled by the court of Caen.