**Alpcycles.com Ltd**
Adrian & Shelley Hill

Registered Company Number: 6170608
Registered office: c/o H & H Accountants Ltd, 16 – 17 Hammet Street, Taunton, Somerset, England, TA1 1RZ
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# Alpcyles.com Booking Confirmation 2018

## Information about you

| **Reservation Name/Group Leader Name:** | |
|---|---|
| **Name** | |
| **Date of Birth** | |
| **Any Food Allergies** | |
| **Any Medical Issues** | |
| **To be filled out by all guests & group members:**<br><br>**I have read and understood the Booking Conditions 2018 (below) and agree to these. Please circle or highlight : YES** | |
| **Address** | |
| **Email Address** | |
| **Mobile Number (with Dialling Code)** | |
| **Nationality** | |
| **Next of Kin** | |
| **Relationship to you** | |
| **Contact number** | |

## Information about your trip

**Trip Details: La Marmotte Granfondo 8 Night Package** with Guaranteed Entry

**Dates:** (arrive) Sunday 1st July – (depart) Monday 9th July 2018

**Allocated Airport:** Lyon St Exupery International (LYS)

| Payment Schedule | £ GBP | Euro | Any Important Information: |
|---|---|---|---|
| **Price per person:** | £1,400.00 | €1,610.00 | On receipt of your securing deposit you are agreeing to our Booking Conditions 2018 below. Please be sure that you have read and understood the conditions below, most importantly:<br>• A Medical Certificate or UCI Race License is required by the organisers to complete your entry for this event<br>• Prices are for twin share<br>• Single Supplement is subject to confirmation of availability and carries a supplement of £300/€350<br>• Read the Booking Conditions 2018 section.<br>• All group leaders must ensure every member of the group has read & understood the Booking Conditions 2018<br>• Please check our scheduled airport transfer times for this package as soon as they are available as guests booking flights outside of the pick u/drop off times are not guaranteed a transfer. |
| **Securing deposit:** due to secure | £400.00 | €500.00 | |
| **Balance payment:**<br><br>**Due 22/04/18** | £1,000.00 | €1,110.00 | |

**Your package includes:**

- Airport transfers for you, your bike and luggage to/from Lyon Airport/Alpe d'Huez
- Guaranteed Event entry to La Marmotte 2018 (before online entries open)
- VIP Feedstation on event day
- 4 fully supported & guided ride days (Monday – Thursday)
- 8 nights in our Luxury Chalet (twin share ensuite rooms)
- Breakfast everyday
- Afternoon Tea 7 days
- Half Board for 7 nights (1 chalet night off when dinner is not included)
- The knowledge, enthusiasm and support of the Alpcycles team throughout your event to ensure you have the best experience ever….so if anything else needs thinking of, we have probably already thought of it!!!!!!

**What's not included in our package:**

- Your flights See notes in the Travel Arrangements section before you book flights
- Insurance for you and your bike
- Anything not outlined above

**The following 3 payment methods are available to all of our guests from 08/09/2017.**

**Payments by Credit or Debit Card:**

Card payments are taken over the phone unless another method is agreed.
There will be a **0.5% charge applied** to each transaction for using a credit or debit card and all card payments will be charged at the **EURO price** given by Alpcycles.com Ltd at the time of booking (see your Booking Confirmation form where this amount is clarified)

**Sterling Payments:**

**Alpcycles.com Ltd**
**Natwest Bank**
Acc num: 59638028
Sort Code: 60-80-06

BIC: NWBK GB 2L
IBAN: GB88 NWBK 6080 0659 6380 28

**Note: This is a UK based account. If you are paying from a UK bank then BACS transfers are free BUT International transactions will incur a charge of £7 per transaction which will be added to your balance payment.**

**Euro Payments:**
**Societe Alpcycles.com Ltd**
**Credit Agricole des Savoie**
IBAN: FR76 1810 6008 1096 7297 8601 071
BIC: AGRIFRPP881

**Note: This is a French based account. Euro to Euro French transfers are free BUT International transactions will incur a charge of €10 per transaction which will be added to your balance payment.**

**Travel Arrangements** Please read the information below about Alpcycles.com Ltd Scheduled Transfer Times, then complete the below information for us:

| | |
|---|---|
| **Arrival Flight Number & Time** | **Departure Flight Number & Time** |
| **Number of Passengers for Transfer** | **Number of Passengers (if different)** |
| **Number of Bikes/Luggage for Transfer** | **Number of Bikes/Luggage (if different)** |
| **Contact Phone Number for Travel Day** | **Contact Number (if different)** |

**If you are arriving independently, what is your estimated time of arrival? (Please let us know if you need directions to your accommodation):**

## Alpcycles.com Ltd Scheduled Transfer Times

Unless stated otherwise, our packages include transfers from and to the arrival airport of each specific trip to the location of the chalet/accommodation, so there is no extra charge for this. See top of Booking Confirmation for information about your trip and allocated airport.

- **Pick up time:** We collect at 130pm so please ensure that your flight is scheduled to land by 1245noon.
- **Drop off time:** To be confirmed (generally 2 scheduled drop offs on departure day but please check times before you book any flights)

To access this service, guests must ensure that they email both their incoming and outgoing flight times to us as soon as they have them. Any questions at all about this service or to check the transfer times, please email enquiries@alpcycles.com

Guests booking flights that do not fit with Alpcycles.com Ltd arrival and departure days have the following options:

- We can arrange a PRIVATE TRANSFER for you if you wish to arrive or depart other than the scheduled days. This cost is covered by the guest and a quote can be given to guests on request.

Again, for any information about private transfers, please email us on enquiries@alpcycles.com and we can help you.

## Alpcycles.com Ltd Booking Conditions

**Please take a moment to read our BOOKING CONDITIONS below. We aim to keep them as concise and clear as possible and email Shelley at enquiries@alpcycles.com if you have any questions at all. On payment of your deposit you are agreeing to all the Booking Conditions below.**

**Applicable for all bookings made as of 08/09/2017 for 2018 trips & packages.**

### Individual & Group Bookings:

It is the responsibility of every participant to read ensure that they understand the Booking Conditions below and ask any questions to clarify information if necessary. Any participant or group leader booking a trip on behalf of other participants **MUST ENSURE that the Booking Conditions are circulated amongst their group**. The person named on the Group Booking Sheet will be responsible for ensuring this information is circulated to the rest of the group at the time of booking.

### Package Prices:

All package prices quoted on our website www.alpcycles.com, in Alpcylces.com Ltd Booking Confirmation Forms 2018 and in emails from enquiries@alpcycles.com are:

- Per Person and for Twin Share rooms unless stated otherwise.
- Single room supplements are at an additional cost and availability is not guaranteed. Please request if a single room is required and we will check availability before confirming.
- For some packages, Triple or Quad Share rooms may be available on request and may carry a discounted price.
- None of the above can be guaranteed although enquiries are always welcome.

### Deposit:

£300 - £3,000 GBP depending on the total cost of the trip. This deposit is non-refundable and non-transferable**. **Guests are advised to take out sufficient travel insurance to cover cancellation. This is not the responsibility of Alpcycles.com Ltd and please understand that deposits are non-refundable and non-transferable** (**unless authorised by Alpcycles.com Ltd)**

A reservation is not considered to be finalised until a deposit for the trip is received. We can reserve a place for up to 1 week without a deposit, to allow guests to organise flights and time off work etc, but after this time, **a place is NOT SECURED until the deposit is paid**.

## Balance Payments:

Following a deposit payment there will be 2 consecutive balance payments:

- **1st Payment:** Deposit Payment required to secure place (see above)
- **2nd Payment:** The balance due 10 weeks prior to the start date of the trip

These payments will be outlined individually on the Booking Confirmation Sheets for each trip.

## Cancellation Policy:

Places cancelled by the guest are non-refundable and non- transferable unless otherwise stated in the Booking Conditions for a particular trip. Guests are advised to take out sufficient travel insurance to cover any cancellations that they make. This is not the responsibility of Alpcycles.com Ltd

If we are **able to fill your space** then your total payment to date will be refunded less 100% of the deposit.
If you are able to fill your space we may need to chat to the new rider to ensure they are suited to the riding etc. Also, please be aware that if you have booked an Event Package (La Marmotte, Maratona dles Dolomites, Haute Route Events***) it is not always possible to change the name on an entry. You must check if this is an option and by what date the latest name change can be made.
***Note: Many events do not allow any name changes to entries or transferring of entries to 2019.
See section re: **External Companies Terms & Conditions** for all of the above events

## Payment Options:

We have 3 methods of payment available to our guests. The details are outlined in the table below and if you are unsure which works best for you please ask.

**The following 3 payment methods are available to all of our guests from 08/09/2018.**

**Payments by Credit or Debit Card:**
Card payments are taken over the phone unless another method is agreed.
There will be a **0.5% charge applied** to each transaction for using a credit or debit card and all card payments will be charged at the **EURO price** given by Alpcycles.com Ltd at the time of booking (see your Booking Confirmation form where this amount is clarified)

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## Travel Insurance

It is a company policy of Alpcycles.com Ltd that all clients travelling with us have adequate travel insurance covering accident, personal injury, public liability, loss of luggage and cancellation.
If you cancel your trip with Alpcycles.com Ltd, you are liable for any costs and losses including flights, deposit or balance payments and travel arrangements, so please be sure to you have travel insurance that covers these items.
For UK Residents we recommend www.sportscoverdirect.com please follow the link on our website or quote Alpcycles.com Ltd when buying a policy.

## Liability

Alpcycles.com Ltd are not liable for personal injury, death, damage to property or other loss whether arising from accident, cancellations, flight changes, delays or any other matter beyond our control. Participants should insure against all such possibilities. Participants should also check that their travel insurance covers them for Public Liability in the instance a participant is deemed to have caused an accident. When accepting the Alpcycles.com Ltd Booking Conditions 2018 participants are declaring that they understand the rules & regulations of safe & responsible roadcycling and are capable of following information and guidance given to them by Alpcycles.com Ltd staff regarding specific countries, events and situations.

## Client Bikes:

Alpcycles.com Ltd are aware that the theft of road bikes is a constant concern and our staff will do our best to keep our participants and staff bikes secure during the period of a package using the secure areas available to us at each location. Please ensure that your bike is insured against theft and that your other personal belongings are covered too as Alpcycles.com Ltd cannot accept liability for these items.

## Alterations

Alpcycles.com Ltd reserves the right at any time to substitute alternative accommodation or to make any other alteration to the tours which become necessary due to circumstances beyond their control and undertake to inform participants as soon as possible.

## Trip Participant

Alpcycles.com Ltd reserve the right to decline, accept or retain any participant as a member of any tour party if his or her conduct is disruptive and affecting the enjoyment and safety of other participants of our trips.
Alpcycles.com Ltd shall be under no liability for any extra cost incurred by such participant as a result of their doing.

## Client Equipment:

It is also a condition that participants wear an approved bicycle helmet at all times while cycling and that all participants ensure that their road bike is in good working order before they arrive for a trip. We recommend that all participants' bikes are serviced and the following checked before your arrival with us: brakes, gears and tyres.

## External Companies Terms & Conditions:

When entry to an event is included in an Alpcycles.com package (Currently La Marmotte, Maratona dles Dolomites and Haute Route Events 2018) guests must be aware that they must adhere to the Terms & Conditions of the event organisers. When securing your package with Alpcycles.com Ltd you are agreeing to this and a link to the organisers Terms & Conditions will be provided where applicable.

- La Marmotte: http://inscription.sportcommunication.info/pdf/reglement1.pdf currently only available in French and 2017 version
- Maratona dles Dolomites: http://www.maratona.it/en/conditons-of-entry-mdd17 in English and 2017 version
- Haute Route Events: Awaiting updated information from OCSport 2018