

## **PAYMENT BY BANK TRANSFER/CREDIT/DEBIT CARD/ CHEQUE**

Payment can be made by bank transfer, credit/debit card or cheque.

A deposit of £300 per bike is required if you reserve your place more than 24 weeks before the tour starts. 50% of the tour price is due 24 weeks before the tour starts and the balance must be paid 12 weeks before the tour starts. Cheques should be made payable to Hadrian V-Twin Tours and Rentals Ltd and cheques must be drawn on a UK bank and payable in pounds sterling. To ensure proper account crediting, please include your booking reference number. Please contact us by phone or email if you'd like to pay by cheque.

All final balances must be paid 12 weeks prior to the tour start date. If in the case of payment by wire transfer or cheque, the total balance is not received 12 weeks before the tour start date, Hadrian V-Twin Tours and Rentals Ltd reserves the right to treat this reservation as cancelled and charge the cancellation fee. Incentive or discount vouchers will only be accepted at the time of booking and may not be used in conjunction with any other offer. The voucher value will be redeemed against the final payment.

## **RENTAL CONFIRMATION**

Where a Motorcycle Rental is requested to complete a UK or European Guided Tour, your signature on the Motorcycle Self Drive Hire Scheme form and Hadrian V-Twin Rental Vehicle Conditions form signify you accept these terms and conditions as a binding contract between Hadrian V-Twin Tours and Rentals Ltd and you, the participant. Please read them carefully. Hadrian V-Twin Tours and Rentals Ltd cannot accept any tour participant without the above documents being completed.

The above does not apply if you are using your own bike on the tour or renting a motorcycle in the USA through Hadrian V-Twin Tours and Rentals Ltd.

## **RELEASE AND WAIVER**

Every participant in a Hadrian V-Twin Tours and Rentals Ltd Motorcycle Tour is required to accept and sign a Rental Agreement (unless using your own bike) and Hadrian V-Twin Tours and Rentals Ltd Guided Tour Terms and Conditions before the guided tour begins. Hadrian V-Twin Tours and Rentals Ltd cannot accept any tour participant without the above.

## **MOTORCYCLE RENTAL / SECURITY DEPOSIT**

Rental motorcycles are included as part of the USA tour packages. (Prices for European Tours are based on riders bringing their own motorcycles, however motorcycle rentals are available if required, see above.) All Harley-Davidson motorcycle models will have saddlebags, luggage racks, and some have backrests. Hadrian V-Twin Tours and Rentals Ltd reserves the right to substitute the motorcycle requested by tour participants. Unfortunately, at times, certain unexpected and uncontrollable situations arise which may require the substitution of a motorcycle. This includes, but is not limited to, delay in manufacture fleet delivery, mechanical failure, collision damage and theft. Should Hadrian V-Twin Tours and Rentals Ltd not be able to provide the confirmed motorcycle, a similar or better model will be provided to the Client. This constitutes the maximum liability of Hadrian V-Twin Tours and Rentals Ltd .

For UK motorcycle rentals, a security deposit of £1000 must be paid to Hadrian V-Twin Tours and Rentals Ltd at the time of motorcycle pick-up. Hadrian V-Twin Tours and Rentals Ltd reserves the right to adjust the amount of the security deposit deductible without notice. This security deposit will be refunded upon the return of the undamaged motorcycle. During the tour Hadrian V-Twin Tours and Rentals Ltd is not obliged to replace a damaged motorcycle.

Motorcycles rented through other rental agents will be subject to the agent's rental Terms and Conditions.

## **PRICE OF TOUR INCLUDES**

The items included in the USA tour price are listed below:

- Late model Motorcycle
- Accommodations
- Guides
- Support Vehicle (this is dependent on the number of bikes on the tour)
- Mesh riding jacket
- Oil and fuel where this is specified
- Theft and Damage Waivers where this is specified
- Helmets can be provided, but for your comfort & convenience we recommend that you bring your own
- Unlimited Mileage, with the exception of the Deliverance Guided Tour where 3200 miles are included in the tour price
- Shuttle Service (see 'Free Transfers' below).

The items included in European tour prices (based on 'riding your own bike') are listed below:

- Accommodations
- Guides
- Support Vehicle (this is dependent on the number of bikes on the tour)
- Helmets can be provided, but for your comfort and convenience we recommend that you bring your own.

## **NOT INCLUDED IN OUR TOURS**

- Fuel costs on UK and European tours or USA tours where not specified
- Food, snacks, beverages except where specified in tour itinerary
- Airfare
- Parking fees
- Travel insurance, medical insurance, trip cancellation insurance
- Supplemental Liability Insurance (applicable in USA)

## **MOTORCYCLE INSURANCE**

**USA Motorcycle rentals** are through include minimum State legal insurance. Theft & Damage Waivers are included in the Guided Tour price where stated. Optional Supplemental Liability Insurance is available at extra cost. Insurance is not included in the price of EagleRider Guided Tours and must be purchased at additional cost.

## **ACCOMMODATION**

The tour price includes hotel accommodation in double or twin rooms.

## **BAGGAGE**

Hadrian V-Twin Tours and Rentals Ltd assumes no responsibility for loss, damage, or delay in delivering baggage to tour participants. Baggage insurance is recommended.

## **TOUR CANCELLATION**

Up to 30 days prior to the start of a tour, Hadrian V-Twin Tours and Rentals Ltd can cancel the tour if an insufficient number of tour participants have booked and fully paid by that time. In this case the customers will be notified forthwith. Hadrian V-Twin Tours and Rentals Ltd will either offer the tour as a self-guided tour (bike rental & hotel package) or will offer to operate the tour if all customers agree to a supplement charge due to the low number of tour members. If customers do not accept to pay the supplement, Hadrian V-Twin Tours and Rentals Ltd will refund their payment in full, which will constitute the full settlement. Hadrian V-Twin Tours and Rentals Ltd is not liable for any additional costs or losses incurred by the tour participant due to Hadrian V-Twin Tours and Rentals Ltd's cancellation of a tour due to lack of participation. This includes, but is not limited to the cost of pre-paid airline tickets, hotel reservations or car rentals. Situations may arise which, in our opinion, make it necessary for us to cancel, advance or postpone a scheduled tour, change itineraries or make substitutions regarding hotels, cities, tour guides and other travel arrangements. In that event, we do not assume responsibility or liability for any resulting losses, expenses or inconvenience. Your full tour price will be refunded if the tour is cancelled prior to the scheduled tour start date.

## **CANCELLATION AND REFUNDS**

Cancellations received more than 60 days prior to departure will be subject to a £300 per person cancellation fee. Cancellations received less than 60 days prior to departure will be subject to the following forfeit of tour cost:

- 60 – 31 Day Cancellation Notice: 60% of Tour cost
- 30 or Less Day Cancellation Notice: 100% of Tour cost
- No Show: 100% of Tour cost

Exceptions to this policy cannot be made for any reason. Trip cancellation insurance is strongly recommended.

## **FINANCIAL PROTECTION**

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Hadrian V-Twin Tours and Rental Ltd (company membership number 5417), and in the event of their insolvency, protection is provided for the following:

1. non-flight packages and
2. flight inclusive packages that commence outside of the EEA, which are sold to customers outside of the EEA.

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if you are abroad. Please note that bookings made outside the EEA are only protected by ABTOT when purchased directly with Hadrian V-Twin Tours and Rental Ltd.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/uksi/2018/634/contents/made>

## **ADDITIONAL ACCOMMODATION**

If you decide to spend extra nights before or after the tour Hadrian V-Twin Tours and Rentals Ltd will be happy to book those additional nights for you at the assigned tour hotels. There will be an administration fee of £15 for this service. Please note that an administration fee of £30 will be charged if you change the booking for your additional accommodation. We will advise you of the additional costs for each hotel. If you cancel additional nights' accommodation the following fees will apply:

60 – 31 Day Cancellation Notice: 60% of Total Booking Amount  
30 or Less Day Cancellation Notice: 100% of Total Booking Amount  
No Show: 100% of Total Booking Amount

## **COMPLAINTS**

Please bring any complaints to your tour guides' immediate attention. Do not wait until the tour is over. We take customer complaints very seriously and will try to resolve problems immediately.

If, despite our best efforts and having followed the above procedure for reporting and resolving your complaint, you feel that it has not been satisfactorily settled, we recommend that it is referred for arbitration under the ABTOT Travel Industry Arbitration Service. An Independent Arbitrator will review the documents relating to any complaint and deliver a binding decision to bring the matter to a close.

Details of this scheme are available from The Travel Industry Arbitration Service, administered by Dispute Settlement Services Limited:

9 Savill Road  
Lindfield  
Haywards Heath  
West Sussex  
RH16 2NY

This scheme cannot however decide in cases where the sums claimed exceed £5,000 per person or £10,000 per booking form, or for claims which are solely or mainly in respect of physical injury or illness or the consequence thereof.

## **NON-OBSERVANCE OF TRAFFIC LAWS AND GROUP TRAVEL REQUIREMENTS**

If the customer does not comply with traffic laws or the requirements for group travel, which are to ride safely and with due care and regard for other people and property, Hadrian V-Twin Tours and Rentals Ltd may cancel the contract and the rental motorcycle will be secured.

## **RENTAL REQUIREMENTS**

- \* 25 years of age or older for motorcycle rental. EagleRider motorcycle rental is 21 years of age or older.
- \* Valid motorcycle license
- \* Minimum of one year of riding experience on heavyweight motorcycles
- \* Major credit card

## **TRAVEL REQUIREMENTS AND RECOMMENDATIONS**

Visitors to the USA are required to complete an ESTA (Electronic System for Travel Authorisation) prior to their visit. On-line application can be made at [www.cbp.gov/esta](http://www.cbp.gov/esta) A small charge is payable. Your Passport should be valid for at least six months after your scheduled return date.

British travellers to Europe are recommended to obtain an EHIC (European Health Insurance Card) that entitles you to make use of the reciprocal arrangement on healthcare currently existing between all EU member countries, plus Iceland, Liechtenstein, Norway and Switzerland. It allows for residents of these countries to receive free (or reduced cost) medical care while travelling to, or within, other member states. Applications can be made on line at [www.ehics.org.uk](http://www.ehics.org.uk)

## **RESPONSIBILITY**

Hadrian V-Twin Tours and Rentals Ltd is responsible for providing the services listed in the tour description according to the local standard and the accurate description of services offered in its literature. Hadrian V-Twin Tours and Rentals Ltd carefully selects and is constantly checking its contractors, such as hotels and restaurants. Hadrian V-Twin Tours and Rentals Ltd is responsible for conscientious travel preparations. Hadrian V-Twin Tours and Rentals Ltd is not responsible or liable for any accidents and cannot be held liable in any way for any occurrence in connection with the operation or the client's participation in connection with the tour, which might result in injury, death or other damage to the client, his property, or his family, heirs, or assigns. Hadrian V-Twin Tours and Rentals Ltd is not responsible for any delays, changes in schedule or other conditions.

## **TOUR GUIDES**

Every effort will be made by your tour guide to provide you with a stress-free vacation. Please listen carefully to your guide's instructions at the beginning of the tour. Your guide will and has to adjust to the weakest rider in your group. It is impossible to meet everyone's needs and wishes, however you will have the opportunity to gain as much independence on your tour as possible.

## **ALTERATIONS TO TOUR SCHEDULE**

Tours operate on a seasonal basis and where seasonal variances and/or weather conditions cause changes in the tour routing and accommodations, the itinerary will be adjusted accordingly and alternate hotels, restaurants and roads will be used.

## **WEATHER CONDITIONS**

Hadrian V-Twin Tours and Rentals Ltd strives to schedule its tours at a time of the year, when the weather in the touring area is usually pleasant for motorcycling. Many tours pass through areas where weather conditions can change very fast and significantly. Hadrian V-Twin Tours and Rentals Ltd cannot be made liable for unpleasant and unsuitable weather conditions and no refunds are made for such conditions.

## **TOUR RATES, RENTAL RATES AND MOTORCYCLE COSTS**

Rates quoted are those in effect at time of printing. If cost factors, including but not limited to hotels, meals, motorcycles, insurance, international currency fluctuations, etc. dictate the need for rate increases Hadrian V-Twin Tours and Rentals Ltd may do so at any time prior to 30 days before departure. If a rate increase is required the Client has the right to receive a full refund if so desired.

## **INSURANCE**

Hadrian V-Twin Tours and Rentals Ltd recommends that you take out adequate travel, health and accident insurance as well as trip cancellation insurance. We will request information about your Travel Insurance Company and whom we should contact in an emergency. A Healthcare Information Form is also to be completed by each tour participant. This information will be treated as confidential and only shared with healthcare professionals should you become ill or be involved in an accident.

## **CUSTOMER ORIENTATION**

Every client will receive a full orientation to the motorcycle. The client orientation will cover all aspects of safe motorcycle operation, the clients' maintenance responsibilities. Information on riding in the USA is provided at Hadrian V Twin Tours and Rentals Ltd pre-tour meetings and is included in the Tour Information Pack. Rental depot staff complete the orientation at the time of your motorcycle pick-up.

## **HELMETS**

Helmets can be provided with motorcycle rentals and tours. Clients are encouraged to bring their own helmets, gloves and rain gear for comfort and style reasons. Helmets must be worn at all times.

## **STORAGE**

Hadrian V-Twin Tours and Rentals Ltd will provide storage for client luggage, free of charge, however at the clients' risk.

## **MAINTENANCE RESPONSIBILITY**

The customer is responsible for checking engine oil levels at each refuelling and reporting mechanical failures immediately. Customers may be held responsible for mechanical damage due to negligence in motorcycle operation or failure to provide normal maintenance.

## **RESTRICTED AREAS**

Road Restriction: Rental motorcycles are not allowed on gravel roads, beaches, "logging" or other non-public roads. "Off-roading" is strictly forbidden.

## **TOURING ON YOUR OWN MOTORCYCLE**

You are responsible for your own motorcycle, insurances, maintenance, breakdown recovery and any pillion passengers.

## **COPYRIGHT**

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