



HADRIAN V-TWIN TOURS AND RENTALS LTD TERMS AND CONDITIONS GUIDED TOURS



Reservations can be made by:

1. Tel: +44 (0) 1661 824713
2. Internet: www.hadrianvtwin.com
3. email: info@hadrianvtwin.co.uk

PAYMENT BY BANK TRANSFER/CREDIT/DEBIT CARD/ CHEQUE

Payment can be made by bank transfer, 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 & 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 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, you accept these terms and conditions as a binding contract between Hadrian V-Twin Tours and you, the participant. Please read them carefully. Hadrian V-Twin Tours 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 from EagleRider.

RELEASE AND WAIVER

Every participant in a Hadrian V-Twin Tours Motorcycle Tour is required to accept and sign a Rental Agreement (unless using your own bike) and Hadrian V-Twin Tours & Rentals Ltd Guided Tour Terms and Conditions before the guided tour begins. Hadrian V-Twin Tours 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 bikes, however bike 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 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 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.

For UK motorcycle rentals, a security deposit of £1000 is required at the time of motorcycle pick-up. Hadrian V-Twin Tours 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 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 Harley-Davidson Motorcycle
- Accommodations
- Professional 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
- Professional 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
- Optional Supplemental Liability Insurance (applicable in USA)

FREE TRANSFERS

Complimentary transfer between hotel and Hadrian V-Twin Tours location is provided for clients who are within a 10 Mile Radius from the Hadrian V-Twin Tours Rental Station in Newcastle upon Tyne. Following terms must apply:

- 1.) Transfer is arranged by Hadrian V-Twin Tours;
- 2.) Guided Tour is 3 days or longer.

MOTORCYCLE INSURANCE PROVIDED ON HVT RENTAL BIKES IN THE UK

Fully comprehensive Insurance and Breakdown recovery are included for bike rentals from Newcastle on Tyne. Should an insurance claim be made the customer is required to pay the first £1000. A copy of the Insurance Company's Terms and Conditions can be provided when the motorcycle is picked up.

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

ACCOMMODATION

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

BAGGAGE

Hadrian V-Twin Tours and Rentals assume 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 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 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 will refund their payment in full, which will constitute the full settlement. Hadrian V-Twin Tours is not liable for any additional costs or losses incurred by the tour participant due to Hadrian V-Twin Tours' 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.

ADDITIONAL ACCOMMODATION

If you decide to spend extra nights before or after the tour Hadrian V-Twin Tours 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 night's 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.

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 may cancel the contract and the rental motorcycle will be secured.

RENTAL REQUIREMENTS

- * 25 years of age or older for HVT 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 A small charge is payable. Your Passport should be valid for at least six months after your scheduled return date.

Following Brexit, British travellers to Europe who have 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, EU member states. The EU and UK have agreed that EHIC cards may continue to be used until their expiry dates. After that, you will need a new Global Health Insurance Card (GHIC). Applications can be made online at <https://www.ghic.org.uk/Internet/startApplication.do>

RESPONSIBILITY

Hadrian V-Twin Tours 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 carefully selects and is constantly checking its contractors, such as hotels and restaurants. Hadrian V-Twin Tours is responsible for conscientious travel preparations. Hadrian V-Twin Tours 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 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 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 cannot be made liable for unpleasant and unsuitable weather conditions and no refunds are made for such conditions. We recommend you take appropriate riding gear.

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 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 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 and European laws. Information on riding in the USA is providing at Hadrian V Twin pre-tour meetings and is included in the Tour Information Pack. EagleRider 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 while riding.

STORAGE

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

FUEL

Fuel costs on UK and European tours are the clients' responsibility, unless otherwise stated. Hadrian V-Twin Tours claims no responsibility for motorcycle fuel consumption and mileage. Fuel and oil costs are included in USA guided tours where specified.

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.

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