



## **REFUND POLICY**

A booking may be cancelled 72 hours before the tour is due to depart. No refund will be offered within 72 hours prior to the scheduled tour start time. If you miss your tour for any reason, we will gladly move your reservation to another day where we have space.

Refunds will not be offered to customers who fail to turn up for their tour at the designated time.

In the event that the Company is unable to provide a service throughout the validity of your ticket through circumstances within its control, you shall be entitled to a full refund of the price of your ticket. The Company will endeavour to provide this immediately at the departure point, but in the event that this is not possible, all applications for a refund must be made in writing to: **2 Addington Street, London SE1 7RY.**

An immediate refund will be given to any Customer who is unable to complete any of the Company's tours because of mechanical problems with their bicycle.

Most of our customers are happy to ride in the rain, however, in the event of extreme weather conditions the Company will reschedule the tour and if this is unacceptable will refund the full price of the tour.

BrakeAway Bike Tours

Phone: 020 7183 1865

Mobile: 07824 353 274

Email: [enquiries@biketouroflondon.com](mailto:enquiries@biketouroflondon.com)

Address:

2 Addington Street • London SE1 7RY