

Tour General Terms and Conditions

1) BOOKINGS

1.1 All bookings with ALPINE TT Ltd ("Alpine") are taken on a first come first served basis with a deposit of £100 per person or the full payment of the holiday if the departure date is 60 calendar days or less from the proposed departure date. All payments are to be made payable to ALPINE TT Ltd. The booking will only be confirmed once we have received your completed booking form and the full amount of the deposit or the full payment of the holiday if the departure date is 60 calendar days or less from the proposed departure date has been received by Alpine and has cleared.

1.2 Refunds will only be given in accordance with Alpine's terms and conditions.

2) DISCOUNT VOUCHERS

2.1 Alpine Discount Vouchers and Gift Vouchers ("Vouchers") are the property of Alpine tt Ltd, have no cash redemption value, are not for resale or publication and are only valid in UK, IOM and Eire. Copied, damaged or defaced Vouchers will not be accepted. Vouchers cannot be used in part payment of deposit. Vouchers can only be used once and only by the person to whom they are issued. Vouchers can only be exchanged against mainland European tours operated solely by Alpine tt Ltd equivalent to their face value.

3) FINAL PAYMENT

3.1 Full payment by Cheque/Bank Transfer/Credit Card or Debit Card must be received and cleared by Alpine 60 DAYS before your departure date. Failure to submit full payment may result in the cancellation of your booking and cancellation charges will apply.

4) CREDIT CARD & DEBIT CARD PAYMENTS

4.1 Credit Card and Debit Card payments are accepted, however there is an additional charge for Credit Card payments to cover the

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merchant processing fees, details of the fees are:

4.2 Mastercard 2.25%

4.3 Visa 2.25%

4.4 Mastercard Business 2.88%

4.5 Visa Corporate 2.88%

4.6 Debit Card Visa/Solo/Maestro 70p per transaction

4.7 Credit Card and Debit Card payments can only be made online via the Alpine web site.

5) PROTECTION OF YOUR MONEY

5.1 In accordance with EEC Regulation (90/314/EEC) and the Package Travel, Package Holiday and Package Tour Regulations that came into force in December 1992, all payments to Alpine are paid into a trust account and will not be released until you have completed your holiday. Once the holiday has commenced you will be provided with a return ticket / booking reference which ensures your return to UK in the event of insolvency on the part of Alpine.

6) MINIMUM NUMBERS

6.1 All tours are subject to a minimum number of 4 bikes. Advanced Rider Development tours/courses are subject to a minimum of 5 bikes. Alpine will advise you at least 7 calendar days before your departure if there are insufficient numbers for the tour you have chosen to operate.

7) IF YOU CANCEL YOUR HOLIDAY WITH ALPINE

7.1 Any cancellation by you or anyone named on your holiday booking must notify Alpine in writing. The cancellation will take effect on the day the written confirmation is received by Alpine and the following cancellation charges will be charged accordingly:

7.2 Up to 60 calendar days prior to departure Loss of deposit only.

7.3 59 to 30 calendar days 50% refund.

7.4 29 calendar days or less No refund.

7.5 We are unable to refund any credit card/debit card surcharges if you cancel.

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8) IF ALPINE CANCELS YOUR HOLIDAY

8.1 We reserve the right to cancel for any reason. If we have to cancel your holiday Alpine will offer you:

8.2 A full refund.

8.3 The option to pay a supplement to continue the holiday where there are reduced numbers.

8.4 Alternative tour/dates of equivalent or similar standard and price.

9) DELAYS

9.1 Alpine cannot be held responsible for any delays to your journey or ferry departures due to adverse weather conditions or other circumstances beyond our control.

9.2 We cannot be held responsible for delays or cancellation caused through war, civil unrest, industrial action, blockades, and failure by hoteliers, ferry operators or other suppliers. In such cases and where possible Alpine will make every effort to provide suitable alternative arrangements for the tour to continue.

10) CHANGE / TRANSFER OF BOOKING

10.1 Alpine must be advised in writing of any change to your booking no less than 14 business days prior to your departure date. If you or a person named on your booking are unable to participate in the tour for any reason. Alpine will make every effort to transfer the booking to an alternative person to fulfil the tour booking.

10.2 Any amendments to the original booking (excluding a change of machine details) are subject to an administration charge of £30 per amendment.

11) IF ALPINE CHANGE YOUR BOOKING

11.1 It may be necessary to make slight changes to the planned itinerary of a tour. Most of the time these changes are very minor, but should they become a significant change (change in departure

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date/point, main hotel and tour itinerary) we will notify you as quickly as possible. In the event of a significant change, Alpine will offer you the following options: -

11.2 To continue with the amended tour.

11.3 Accept an alternative tour of similar value and quality or of lower value and quality plus a refund.

11.4 Accept a full refund.

11.5 Where there is a significant change to the tour which results in you cancelling your holiday, Alpine will offer you compensation of:

11.5.1 More than 30 business days notice Nil

11.5.2 29 - 14 days business notice £15.00 refund

11.5.3 13 - 08 days business notice £20.00 refund

11.5.4 07 - 00 days business notice £25.00 refund

11.6 No other claim for compensation or expenses will be considered by Alpine.

11.7 Alpine reserves the right once the tour has commenced to alter routes and accommodation at short notice, which are due to circumstances beyond our control. Should this situation arise Alpine will notify you as soon as possible. Where accommodation has to be changed Alpine will provide accommodation of at least the same standard. If only accommodation of a lower standard is available Alpine will offer you a reasonable cost adjustment.

12) TOUR PRICE/SURCHARGES

12.1 The published tour price will not be subject to any further rise once the booking has been confirmed, however Alpine reserve the right to pass on any surcharges resulting from currency fluctuations or government action affecting transportation and fuel costs and taxes or similar. Alpine will only introduce a surcharge if the increase is more than 2% of the stated tour price. If, as a result of the surcharge the increase is more than 10% of the stated tour price,

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you will be given the option to cancel your booking and receive a full refund.

12.2 Where we publish the cost of a tour which includes a cabin, this will always be subject to the ferry company having an inside 2 berth cabin available. If a 2 berth cabin is not available Alpine will offer the following.

12.3 Refund the cabin cost.

12.4 Book a reclining seat and refund the difference.

12.5 Book the next available cabin option that the ferry company have to offer and you pay the difference.

13) YOUR RESPONSIBILITIES

13.1 Once you have signed the booking form or have sent the booking form electronically to Alpine, you agree to the terms and conditions of Alpine.

13.2. It is your responsibility that:

13.2.1 You check your booking confirmation and in the event of any discrepancy to contact Alpine immediately.

13.2.2 All machines are in sound mechanical order with a current United Kingdom MOT certificate (if applicable), insured and road legal to the minimum standard laid down by the laws of the country you will be travelling in.

13.2.3 All drivers on your booking possess a full Drivers Licence for the category of machine being ridden on the tour.

13.2.4 The owner/driver of the machines in your party possesses adequate European Breakdown cover that includes bike recovery back to the United Kingdom.

13.2.5 Each person named on your booking possesses Personal Travel Insurance appropriate for the type of holiday undertaken and that it includes repatriation back to the United Kingdom.

13.2.6 All United Kingdom nationals named on your booking are in

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possession of an up to date and completed new type E111 card, which is available free of charge from the Post Office. All other EU nationals named on your booking are in possession of the equivalent documentation.

13.2.7 If for any reason, you decide to leave the tour before the end of their holiday you will not be refunded for the remainder of your holiday and Alpine will not assist with or any associated costs you may incur, in making your way home.

13.2.8 Each member of your party possesses a valid passport and all United Kingdom and Northern Ireland passports are valid for six months after your return. Alpine must be advised in writing if you are a non-EU passport holder. Any non-EU passport holders are in possession of all travel permits, permissions and visas necessary for the countries on the tour. All necessary all travel permits, permissions and visas are to be obtained by you and at your own expense.

13.2.9 In the event of any delays you provide your own meals and accommodation.

13.3 You are responsible for:

13.3.1 Your own machines, including its use, mechanical or accident repairs; and

13.3.2 The safety at all times of any pillion/passenger (if applicable) with your machine;

13.3.3 Complying with all laws in the country you are travelling in.

13.4 Any incident, accident, bodily injury, illness or death to you or your pillion/passenger during your holiday is not the responsibility of ALPINE.

14) OUR RESPONSIBILITY

14.1 Alpine is responsible for the itinerary of the tours you booked through us, where it remains in our full control.

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14.2 We cannot be held responsible if some of the amenities are not available due to servicing, cleaning or weather conditions or cancellation of entertainment due lack of demand or low client numbers staying in the hotel.

14.3 If any service offered outside of the hotel which forms part of the tour itinerary, is unavailable due weather or other factors beyond our control, we will make every effort to arrange an alternative service to satisfy the tour itinerary.

14.4 Alpine will advise you of changes to your booking as soon as possible.

14.5 Alpine will not sell or pass over to third parties any of the information you give to us, unless otherwise indicated by yourselves.

15) COMPLAINTS PROCEDURE and on tour queries

If you feel that for any reason, we have failed to deliver or meet our contractual obligations or you have any other queries or concerns, you should first contact the Tour Director who will be present on the tour. If, you are still not completely satisfied you should write to Alpine at the address given on the booking form within 30 calendar days of return, quoting your booking reference number.

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