



## ZigZag Cycling Terms and Conditions

This document sets out the terms and conditions for the services we provide to you the customer.

Our services are provided by ZigZag Cycling Limited, a registered company: no. 07780166 (“the company”, “we” and “us”). The customer (“you”) applies to any individual, organisation or agents on your behalf who we contract with to provide our services.

### General:

Mountain biking can be a hazardous activity. Whilst we take great care to ensure your safety, you take part in our rides at your own risk.

You are also liable for any damage or harm that may be incurred to your own equipment or equipment under hire to you.

We may charge you for any equipment loaned or hired to you through us that is misused, damaged or lost.

### Booking:

Before making a booking please read the information on our website about the ride and assure yourself that the level of difficulty and distance described is suitable for you.

Your place on a ride will be confirmed by us once payment has been received in full. You will need to sign a disclaimer before the ride.

Our lead guide reserves the right to change the route if he or she judges it to be appropriate or there is a risk to yourself and/or the rest of the group.

Our lead guide reserves the right to refuse you to join a ride if he or she judges you risk putting yourself or others at risk, such as through dangerous or inappropriate equipment for the conditions.

#### Cancellations:

If you need to cancel please get in touch with us as soon as possible. For regular rides we will see if it is possible to switch you to another ride or give you a refund – though we reserve the right to keep up to 50% of the payment if you give less than seven days' notice and to keep the full payment if you give less than 24 hours' notice. For our special trips and tours separate terms for cancellations apply, depending on the locations and durations and will be set out in advance.

If we need to cancel a ride or a special trip or tour we will offer the choice of a refund for any payment made to us or an alternative ride. We are not liable for other expenses you may have incurred with third parties.

#### Medical and health:

You must tell us in advance of any medical conditions or disabilities that may affect your ability to undertake a ride or which are relevant to the support you need. Mountain biking is a strenuous exercise and we indicate on the website the level of fitness required for each ride. At the same time we are very keen to make mountain biking accessible to as many people as possible so please tell us well in advance of any special needs you may have and we will see if and how we can best meet them.

#### Liability:

We take very seriously our commitment of care to our customers and to ensuring, as far as possible, a safe and enjoyable experience – for example through the careful selection of appropriate routes, risk assessments and advice on hazards on route. We accept we would be liable for any negligence or damage on our part. We are not liable, however, for any harm, damage or loss that results from your own actions, actions beyond our control or which we cannot have reasonably foreseen.