

Crouching Tiger International Cycling Tours

Terms and Conditions

Your contract is with Crouching Tiger International Cycling Tours, of 225/266 Moo 13, Kad Farang, Baan Waen, Hang Dong, Chiang Mai, 50230, Thailand and shall be hereinafter referred to as CTICT. These terms and conditions form the basis of your contract.

Note: it is obligatory and in our clients own best interest that you read and understand these terms and conditions before making a booking with us.

Insurance

It is mandatory on all CTICT tours that clients possess complete travel insurance covering accident, personal injury, medical expenses, death, repatriation, loss of luggage and cancellation. Your policy should cover your bike and cycling activities.

A copy of your insurance policy is required to be presented at the time of final payment of your booking.

Crouching Tiger International Cycling Tours is not liable in the event of personal injury, death, damage to property or other loss whether arising from accident, cancellation, delays or any other circumstances beyond our control.

The tour leader has ultimate authority and any decisions taken by him must be accepted at all times. If any behaviour is seen to be illegal or causing risk or annoyance to others the tour leader may cancel your cycling holiday at any time.

Pricing

All prices quoted are per person on a double/twin share basis. Single room supplements will be charged. All rates, unless otherwise noted, include government taxes, service, airport transfers, accommodation, all meals, support vehicle/s, police escort (for groups of 6 or more participants). The prices listed on our web site are based on tour costs and current exchange rates at the time of writing and are subject to change without notice.

Before you make a booking

Participants should be aware that cycling is a potentially dangerous activity, and that they undertake tours at their own risk. CTICT shall not be responsible for participants' actions or for injury, damage to property or other loss due to inadequately serviced or maintained bicycle or other personal equipment or any other matter beyond their control. It is a condition of booking that clients understand the need to have an adequate fitness level and cycling experience for the tours. The company shall not be responsible if any participant is unfit for the tour.

Medical conditions

Pre-existing medical or mental conditions or learning or physical disabilities, whether or not these are controlled by medication or are currently dormant, must be declared to CTICT before booking. Any participant suffering from medical conditions requiring medication shall ensure that the leader and at least one other responsible member of the party is aware of this prior to tour departure. It remains the responsibility of each participant to disclose the existence of such a medical condition. The company will not be held responsible for any failure to do so. CTICT assumes no liability regarding provision of medical care.

Bookings

Bookings will be accepted following receipt by CTICT of a completed booking form, together with a non refundable deposit of 550€ for each client.

We will send an email confirming receipt of your booking.

To make a booking, clients must be over 18 yrs.

If full payment is not received before the stated delay CTICT reserves the right to cancel your holiday and apply cancellation charges.

Final payment is required no later than 60 days prior to tour departure date.

If booked less than 60 days prior to tour departure date then full payment must be made on booking.

Cancellations by the client (and Refunds)

All cancellations must be made in writing; via e-mail, post, or fax, no later than 60 days prior to tour departure date in order to receive full refund (minus non refundable deposit). Cancellations shall be only acknowledged on the day they are received by us.

The following penalties apply for cancellations;

60 days or more before departure	-	loss of deposit
35 to 60 days before departure	-	50% of cost of holiday
0 -35 days before departure	-	100% of cost of holiday
No show	-	Forfeit of entire payment

All CTICT Tours have a 100% non refundable deposit.

Cancellations and Modifications by CTICT

CTICT reserves the right to cancel any tour prior to departure, in which case we will offer you a full refund or an alternative CTICT tour of your choice, according to availability. No refunds will be made for a cancellation during the course of the tour, nor for uncompleted sections of the trip.

CTICT reserves the right to cancel or reschedule any tours which do not meet the minimum number of required participants. In such circumstances clients will be offered alternative Tour dates or a full refund. Tours require a minimum number of 4. (CTICT currently offers tours with maximum group sizes of 20 persons.)

CTICT reserves the right to make itinerary and hotel modifications as deemed necessary due to circumstances beyond our control and undertake to inform Clients as soon as possible.

It is a condition of booking that clients understand and accept the necessity to remain flexible in relation to itinerary changes, delays or any other alterations deemed necessary.

Force Majeur

CTICT shall not be liable for refunds or compensation payments for cancellations due to unforeseen circumstances beyond our control or that of our supplier's control. This includes but is not limited to cancellations due to war, threat of war, acts of terrorism, civil strife, strikes, natural disaster, fire, adverse weather or other acts of God. All claims referring to the above should be sent to your travel insurance company.

Payment Methods

1. PayPal

Make your payment to: pp@crouchingtigertours.com

2. Western Union

Make your payment to:
Marcus Ivan Maguire
225/266 Moo 13 Baan Waen,
Hang Dong, Chiang Mai 50230
Thailand

After transferring funds please inform us of:
sender's first and last names,
the Money Transfer Control Number (MTCN),
the amount that was sent,
city and country the money was sent from.

3. Bank Transfer (Balance of 10,000 THB or more)

Account Name: Crouching Tiger International Cycling Tours Co., Ltd
Account No.: 401-287343-5
Bank Name: Siam Commercial Bank
Bank Branch: Big C Hang Dong (Sub Branch)
Bank Address: 1 ST FL., BIG C Hang Dong 433/4 Moo 7
Mea Hia, Mueang, Chiang Mai, 50000, Thailand
Swift Code: SI CO TH BK

Bicycles

We do not provide bicycle rentals. You should bring your own bicycle to gain maximum enjoyment and comfort from knowing your own bike well. In our experience most people prefer to. However it is the responsibility of our clients to ensure that their bike is well maintained and fully insured. All clients must bring and wear a helmet.

Visas and immunization

Visas and Immunization requirements are the sole responsibility of clients. CTICT cannot be held responsible for any client refused entry into Thailand by The Customs Department for any reason. CTICT advises you to confirm visa requirements with your local Thai Embassy or consulate for current applicable laws.

Laws and Local Customs

The client is responsible for adhering to all local laws, respecting customs, local culture, and respecting all third party property.

International Flights

International Flights are not included in our packages. CTICT does not arrange your plane tickets. Customers are encouraged to contact a travel agent or online booking service.

Domestic Flights

Domestic Flights are included in our tour packages commencing and/or terminating in northern Thailand, i.e.: Chiang Rai & Chiang Mai. Flights included in the tour package price are between Bangkok and Chiang Mai or Chiang Rai and return. To be eligible for this special offer clients are required to book no less than 3 months on advance of their considered cycling tour departure date.

Relevant Itineraries: Tour of Lanna, Thai Highland Tour, Golden Triangle Experience.

Local airlines standard baggage allowance is 15kg; all excess baggage charges are the entire responsibility of the client.

Our commitment

We are committed to making your holiday a memorable and enjoyable one. We are continually looking to improve our service to you, our clients. Please feel free to contact us with any queries or suggestions. We welcome constructive criticism. In the event of any problems or dissatisfaction, please discuss these with your tour leader without hesitation or write to CTICT within 28 days of the tours end.