



# VeloLoco Booking Form 2007

**Booking Ref:** (if known) .....

<b>Tour Type:</b> (please circle)	Bespoke Tour Special 2007 Cathar Castles	Explorer RAID Canal du Midi	Self-Guided Mountain Biking Catalonia & Andorra
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<b>Optional Services:</b> (please circle)	Bike Delivery / Collection Route Planning	Luggage Forwarding Pre-booked Accommodation
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**Holiday Dates:** FROM ...../...../..... TO ...../...../.....

**Holiday Location:** Start Point: ..... End Point: .....

**Flights Arrival:** Flight No. .... Date / Time...../.....

**Flights Departure:** Flight No. .... Date / Time...../.....

**No. in Group:** ..... **No. requiring Bikes** .....

<b>Contact Name*:</b> (Mr/Mrs/Ms/Miss/Other) .....	<b>Date of Birth:</b> ...../...../.....
<b>Email:</b> .....	<b>Tel. No.</b> .....
<b>Address:</b> ..... ..... ..... .....	
<b>Organisation:</b> (if applicable) .....	

(\*please add full names & dates of birth of other group members overleaf)

**Itinerary:**



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### Payment Instructions:

Payments with a reference number can be made on-line at:

[www.veloloco.com/reservation/deposit.php](http://www.veloloco.com/reservation/deposit.php)

or by direct bank transfer,

or by sending Travellers Cheques in EUROS to the address below payable to "VeloLoco" (or M. SEWELL, David).

<b>(if booking more than 8 weeks in advance)</b>	A deposit* of ..... is due on receipt of the form to confirm the booking.	The balance* of ..... becomes payable 8 weeks before the holiday start date.
<b>(if booking less than 8 weeks in advance)</b>	The total* of ..... is to be paid on receipt of this booking form.	

\*(please ask at [info@veloloco.com](mailto:info@veloloco.com) for the latest prices for your holiday)

**I understand and agree to the payment instructions and proposed itinerary.**

**I have read, understood and agree to the Terms and Conditions.**

**I have the authority to agree to these Terms and Conditions on behalf of all other members of the group.**

**I have already arranged holiday insurance for this trip, and enclose proof of insurance cover.**

**Signed**

**Date**

**Once complete please return this form to the address below:**

**Mon. SEWELL, David  
Anc. Epicerie,  
Rue Principale,  
09140 Aulus-les-Bains  
FRANCE**



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## Terms and Conditions

### Where:

- (VeloLoco):** is used as a trading name to mean the enterprise (societe), based in Aulus-les-Bains.
- (customer):** is the named contact (or their representative) and signatory on the booking form.
- (third parties):** are people or organisations outside this agreement ie. neither the customer (or their representative) or VeloLoco.
- (holiday):** the daily route and activities described in the itinerary (through correspondance) and agreed between VeloLoco and the customer.
- (equipment):** means all items hired from VeloLoco. This includes bikes of all types, tents, trailers, tools, helmets, locks and accessories.
- (additional items):** means consumables related to cycling such as inner tubes, water bottles and puncture repair kits.
- (additional fees):** means direct costs incurred through cancellation, alteration and administration.
- (fit state):** means in full working order, needing no repair or adjustment.
- (period of hire):** the time between the customer receiving equipment and VeloLoco accepting return of equipment.

### Holiday Booking

- (i) The bespoke holiday created by VeloLoco and the customer, is subject to availability.
- (ii) Bookings are accepted and reservations made on receipt of a deposit. Accommodation and bike hire is not reserved until a deposit has been received either on-line at [www.veloloco.com/reservation/deposit.htm](http://www.veloloco.com/reservation/deposit.htm) or by post in Euro Travellers Cheques or by direct bank transfer.
- (iii) Once a deposit has been received, the customer has tacitly agreed to the bespoke holiday itinerary described and changes to the itinerary may incur additional fees.
- (iv) The customer must have adequate activity holiday insurance cover.

### Holiday Payment, Alterations & Cancellations

- (i) A deposit of at least 30% is required at the time of booking.
- (ii) The full balance is due 8 weeks before the start of the holiday. The date by which full payment is to be made is specified on the invoice.
- (iii) Failure to pay the full balance by the due date will be treated as a cancellation without notice by the customer – see (vi)
- (iv) Prices quoted and holiday costs are subject to change until the start date of the holiday.
- (v) Alterations to the holiday itinerary may incur an additional fee, payable before the alteration is made.
- (vi) Cancellations by the customer (with or without notice) may incur an additional fee if VeloLoco is subjected to costs due to cancellation. The holiday may be re-sold by VeloLoco and any deposit paid will not be refunded.
- (vii) Any refunds in the event of cancellation by the customer in writing, are at the discretion of VeloLoco.
- (viii) The customer will be notified 30 days in advance in the event of holiday cancellation or alteration by VeloLoco.
- (ix) In the event of holiday cancellation by VeloLoco, the customer will be offered an alternative holiday (if available) or a full refund.
- (x) In the event of holiday alteration by VeloLoco, the customer will be given an option to cancel with full refund.



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## Terms and Conditions Cont.

### Equipment Hire

- (i) Bikes are hired with helmet and lock.
- (ii) The equipment must be treated with care at all times.
- (iii) VeloLoco reserves the right to remove equipment from the customer (if the customer is deemed to be mistreating equipment) or replace equipment at any time during the period of hire.
- (iv) Additional items and equipment may be bought or hired from VeloLoco at the start of the holiday.
- (v) The customer must not seek to repair any damage or make alterations to rental equipment without prior authorisation from VeloLoco.
- (vi) All equipment remains the property of VeloLoco during the period of hire and cannot be sold, given or hired to third parties by the customer.

### Bond

- (i) a cash bond of 15% of the total equipment value, or the customers passport (or drivers license) is taken at the start of the hire period.
- (ii) the customer will pay (at the time of equipment collection) the total replacement value of any equipment lost or stolen.
- (iii) the customer will pay (at the time of collection) for any and all repairs to equipment in the event of accident or damage.
- (iv) the customer will pay (at the time of collection) the agreed value of any additional items used.
- (v) VeloLoco accepts return of equipment only when outstanding debts for damage and additional items used have been paid for.
- (v)(i) specifically, if a key to a cycle lock rented from VeloLoco is lost, 50% of the lock replacement value is payable.
- (vi) there is no charge for unused additional items that are returned in a fit state.

### Responsibility

- (i) all equipment hired is the responsibility of the customer during the period of hire.
- (ii) the customer must lock and protect equipment when not in use, during the period of hire.
- (iii) the customer will not hold VeloLoco responsible for accident or injury sustained during the holiday.
- (iv) the customer will not hold VeloLoco responsible for difficulties of health or incapacity during the holiday.
- (v) the customer will not hold VeloLoco responsible for personal possessions lost or stolen during the holiday.
- (vi) the customer will not hold VeloLoco responsible for disruption to a holiday in the event of hire equipment loss or theft.

### Complaints

- (i) the customer must register a complaint immediately with the VeloLoco representative.
- (ii) in the event of a complaint, VeloLoco will make best efforts to remedy the problem to the customers satisfaction.
- (iii) any complaints about accommodation must be made, in the first instance, directly with the manager of the accommodation.