

TERMS OF REFERENCE: BOOKING CONDITIONS & CANCELLATION POLICY

e-Dirt Bike Adventures / Tours / Safaris

1. Definitions

For the purposes of these Terms:

- **“Operator”** means e-Dirt Bike Adventures / Tours / Safaris, its owners, guides, employees, contractors, and authorised representatives.
- **“Client”** means any person booking, paying for, or participating in a Tour operated by the Operator.
- **“Tour”** means any guided ride, service, orientation, or activity provided by the Operator.
- **“Deposit”** means the initial payment required to secure a booking.
- **“Balance”** means the outstanding amount payable following the Deposit.
- **“No-show”** means a Client who fails to arrive within the designated grace period.
- **“Force Majeure”** means unforeseen events beyond the Operator’s reasonable control.

2. Booking Conditions

2.1 Deposits & Payments

- a. A 50% Deposit is required to secure any booking.
- b. The Balance is due no later than 7 days prior to the Tour at 17:00 local time.
- c. Bookings made within 7 days of the Tour require full payment at the time of booking.
- d. Bookings are only confirmed once payment has been received and acknowledged in writing.
- e. Failure to pay the Balance may result in automatic cancellation with applicable fees.

2.2 Price Changes

- a. Prices may change without notice for bookings made far in advance.
- b. Once a booking is confirmed with payment, the price for that booking is fixed.

2.3 Late Arrivals

- a. Clients must arrive on time for the briefing.
- b. A 15-minute grace period applies.
- c. Arrival after this period constitutes a No-show and no refund will be issued.
- d. The Client may not join mid-Tour.

2.4 Operator Rights

- a. The Operator may alter routes, group sizes, schedules, or logistics.
- b. If minimum numbers are not met, the Operator may cancel the Tour and provide a full refund or reschedule.

3. Weather-Related Cancellations

- a. The Operator will determine whether conditions are safe.
- b. Temporary weather delays will be accommodated where possible.
- c. If a Tour cannot proceed due to weather, Clients may reschedule at no cost or receive a full refund.
- d. If a Tour is interrupted after more than 50% completion:
 - 35% discount on a future Tour, or
 - 20% partial refund.
 - e. If less than 50% is completed, the Operator will propose an appropriate reschedule/refund.

4. Client Cancellations

- a. Cancellations must be submitted in writing.
- b. Fees apply as follows:
 - 4–5 days prior: 50%
 - 1–3 days prior: 75%
 - On the day or No-show: 100%
 - c. Bookings may be moved once at no cost.
 - d. Refunds are processed within 7–10 business days.

5. Safety, Health & Liability

- a. Clients must sign the Indemnity & Liability Waiver before participating.
- b. Clients must follow all safety instructions and Rule of participation.
- c. Maximum rider weight is **100 kg / 220 lbs (Ultras) and 60 kg / 132 lbs (LiteBx)**.
- d. Clients must be physically fit and free from severe medical conditions. Rider must have off road motorcycle / motor bike or at least extensive mountain biking experience (Taken part in several MTB races) and understand the difficulty off riding a 2 wheeled bike on dirt & in wet slippery conditions..
- e. The Operator may refuse participation if the Client is intoxicated, unfit, or unsafe; **no refund** will be issued.
- f. The Operator may remove a Client mid-Tour for unsafe behaviour or for not adhering to operational rules; no refund will apply.

6. Force Majeure

Fees may be reduced, waived, or rescheduled at the Operator's discretion.

7. Acceptance

By booking, the Client confirms acceptance of these Terms.