

**HARLEY RIDERS UK**  
**(WWW.HARLEYBIKERIDES.CO.UK)**  
**TERMS & CONDITIONS**

## **EXPERIENCES DESCRIPTIONS**

Any information provided on the Harleybikerides.co.uk site or on any literature you may receive is correct at the time of print, E & O.E; however, the content, format or price may be subject to change, especially during the out of season period (Nov - Feb). Due to the volume of bookings customers will not be updated of such changes, so for a full update on any experience or track day you have booked please view the website or call 01420 571468. Please check details on your confirmation carefully upon receipt.

## **WEBSITE PICTURES/ IMAGES**

Any pictures or photography used on the Harleybikerides.co.uk site in conjunction with products, experiences or track days are used as an indication only. The vehicles and locations will vary within the range available and the exact specifications may not be exactly as portrayed on the website. Passenger rides on all of the Experiences will be on a Harley Davidson motorcycle.

## **CHANGES**

In the rare event of the Experience becoming unavailable for reasons out of our control such as breakdown/ weather, a suitable alternative/ replacement will be offered wherever possible. Please be aware that this could involve a change of date, vehicle and itinerary.

## **SESSION LENGTHS**

Any session lengths/ event times displayed with our Experience are approximate from the point of arrival to departure. Occasionally, the Experience format may need to be adjusted for which you will be notified as soon as possible. We will always try to reduce your waiting time to a minimum.

If you arrive later than your allocated start time then the Experience duration will be modified accordingly.

## **RESTRICTIONS**

We have a height and weight restriction for the bike(s) and equipment. Mainly for comfort and safety, these are usually height between 4'11" – 6'6" and weight below 16 stone (102kg). the minimum age to be a passenger is 17 years. Harleybikerides.co.uk will not provide refunds for customers who forfeit their booking due to failing the restriction guidelines.

## **THE WEATHER**

Your event is dependent on suitable weather conditions. If your event is cancelled or delayed due to the weather, prior to the event taking place, you will usually be able to re-book, but not in all cases. We advise you to check the specific weather terms before booking. The re-booking remains subject to availability and weather conditions.

## AVAILABILITY AND BOOKING DATES

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The Experience is offered subject to availability. We will do our best to secure your preferred choice of event and date, but to avoid disappointment book as early as possible, especially for peak times such as weekends and the summer months which book up very quickly. Once you are booked, you are bound by these terms and conditions of booking. In all circumstances a cancellation cannot be made once a date has been booked. At our discretion, we may offer you an alternative date as long as that date is within the validity of your voucher.

When booking by phone or online you should not make arrangements in connection with an Experience until you have received your final booking confirmation, by email, stating your date and time (this does not include the text message you receive that confirms what you have just ordered). Your final confirmation will usually arrive within 48 hours of making the booking. Where specific elements of an Experience such as vehicles or equipment are not available due to mechanical breakdown, we reserve the right to make reasonable substitutions on the day. If this is not possible we reserve the right to cancel the experience at short notice. When this happens you will be offered the opportunity to re-book the experience.

## COMPLAINTS

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We welcome your feedback on all of our Experiences. As calls are not always recorded, all complaints/ feedback will need to be submitted in writing via letter or email so we have a copy of all correspondence. If you have a problem or complaint on the day, you must bring it to the attention of the driver so they have a chance to put matters right (please make a note of the member of staff you dealt with). In general, we consider it unreasonable if you take no action during an event and complain at a later date. In this circumstance we will unlikely be to take the matter further.

## VOUCHER CONDITIONS

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Unless stated otherwise, vouchers are valid for one person only. Note that during the out of season months the price of an experience may change. If the price of the event is lower than the value of the voucher the remaining credit will be held for use until the voucher's expiry date. All vouchers will be valid for use up to the expiry date displayed, but after this date, vouchers will automatically expire and cannot be re-instated under any circumstances. Harleybikerides.co.uk staff are not responsible for reminding or informing customers when a voucher is due to expire.

Voucher holders must make a prior booking and receive confirmation in order that an open voucher can be redeemed. We recommend that when you have chosen your experience you redeem your voucher at least 30 days in advance of taking your selected experience. We do not guarantee availability on all Experiences, so you need to ensure adequate time in order for a mutually agreeable date can be achieved for your Experience.

Harleybikerides.co.uk will not be held liable for any costs incurred in such circumstances.

## REFUNDS AND CANCELLATIONS

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In the event that you re-arrange your experience, amendment fees will be charged as detailed below. All amendments must be confirmed to us in writing; you will receive written acknowledgement.

1. **Booking amendment greater than 8 weeks (from date of experience):** no additional charge to amend the date of experience.
2. **Booking amendment less than 8 weeks (from date of experience):** £50 booking amendment fee payable at the time of making the amendment.

Should an event be cancelled or rescheduled due to reasons out of our control the provider will do their best to notify you as soon as possible and re-arrange a date. You are bound by the terms of the provider in this instance, of which details can be passed to you on request. Regretfully in these circumstances Harleybikerides.co.uk is unable to reimburse any expenses you may have occurred in relation to the cancelled event.

## **OTHER TERMS AND CONDITIONS**

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All harleybikerides.co.uk prices, unless stated, are inclusive of VAT and are correct at the time of entry. We reserve the right to change the price of any product without notice. In the unlikely event of a price error on the website we reserve the right to refuse the booking if we are unable to fulfil it. When purchasing an Experience over the phone with a staff member you have agreed to our terms and conditions.

Our Insurance will cover riders on our Experiences.

Harleybikerides.co.uk reserves the right to change these terms from time to time without reference to customers.

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Harley Riders UK is a subsidiary of F&R Group.