



GENERAL TERMS AND CONDITIONS OF SALE — RIDE IN TOURS

1. Preamble

The present general and specific terms and conditions of sale apply to all trips produced by RIDE IN TOURS. They define the rights and obligations of the tour operator and the client within the framework of the sale of trips, stays, guided tours or self-guided tours, tailor-made services, as well as vehicle rentals.

2. The Parties

The tour operator:

RIDE IN TOURS, 10 Route de Conneuil, 37270 Montlouis-sur-Loire, France, registered with the Trade and Companies Register of Tours and holding Atout France **licence No. IM037150002**.

RIDE IN TOURS benefits from:

- A **financial guarantee provided by APST**, 87–89 rue La Boétie, 75008 Paris;
- A **Professional Liability Insurance with HISCOX, policy No. HA RCP0236431**.

The client:

The person who completes the reservation form and accepts these General Terms and Conditions of Sale.

3. Guided Tours

You may register for any of our guided tours offered on our website.

The total price (all taxes included) of your trip will be the price displayed on our website or brochures (excluding insurance and optional services), according to the dates of your trip.

You may request the registration form by post, telephone, email, or through the online forms available on our websites. The registration form will be sent to you once availability has been confirmed by RIDE IN TOURS.

You may also privatize the tour with participants of your choice. In this case, you must contact RIDE IN TOURS to obtain a customized quote.

4. Tailor-Made Trips

RIDE IN TOURS offers the possibility of creating a tailor-made itinerary. You may contact our team to obtain suggestions for destinations, themes, or routes adapted to your budget. To receive your personalized travel program, you must submit your quote request by post, telephone, email, or via our online forms. If the validity period of the quote has expired, RIDE IN TOURS may issue a new quote if certain conditions—especially pricing—have changed.

Once you accept the quote within its validity period, you may register using the registration form. The price of tailor-made trips is established on a case-by-case basis. Details of the included services will be provided in the quote.

5. Eligibility Requirements for Registration

Any client participating in a trip organized by RIDE IN TOURS agrees to the following:

- To be at least **21 years old**;
- To hold a **valid and appropriate driver's license** for the motorcycle being operated (whether it is the client's own vehicle or a rental vehicle);
- To comply with the **Highway Code** and **all applicable laws** in the countries visited. RIDE IN TOURS cannot be held responsible for the consequences of any failure to comply with these regulations;

- To have a vehicle in **good working order**, compliant with French regulations or those of the countries visited, and having recently undergone a general service;
- To have taken out an **insurance policy** with sufficient coverage, including **rider bodily injury coverage**. The absence or insufficiency of insurance cannot be invoked against RIDE IN TOURS as a liability;
- Prior to booking, to review the **administrative, customs and health formalities required** for the trip, whether for French nationals traveling abroad or foreign nationals traveling to France. RIDE IN TOURS cannot be held responsible for the client's failure to comply with customs or health regulations;
- To be aware of the **difficulty level of the motorcycle routes** and the skills required;
- To assess their own abilities to ride and control their vehicle, and cannot hold RIDE IN TOURS liable for any fall, accident or incident resulting from an overestimation of their capabilities.

RIDE IN TOURS cannot be held responsible for the malfunction or mechanical failure of the client's own motorcycle. No mechanical issue may alter the itinerary or lead to a refund or compensation of any kind.

6. Physical Condition and Riding Ability

By registering for a guided tour or a self-guided tour, the client certifies that they are in **adequate physical condition** to ride a motorcycle and capable of keeping up with the daily pace of the trip. The client acknowledges that they may be required to ride in various environments: urban traffic, occasional congestion, winding mountain roads, rain, altitude changes, uneven road surfaces, and other challenging conditions. Each participant accepts the inherent risks and hazards associated with operating a two-wheeled or three-wheeled vehicle.

7. For Rental Clients

7.1 Motorcycle Rental

Our motorcycles are maintained in accordance with the manufacturer's recommendations. However, mechanical failures can occur. RIDE IN TOURS will make every effort to provide you with a replacement motorcycle within 24 hours. If a lower-category model is provided, a proportional refund will apply.

7.2 Breakdown and Replacement of Can-Am Vehicles

The Can-Am vehicles in the RIDE IN TOURS fleet are maintained according to the manufacturer's recommendations. However, as with any mechanical vehicle, a breakdown may exceptionally occur.

In the event of a failure preventing continued use of the rented Can-Am, RIDE IN TOURS will make every effort to attempt a rapid repair or, when possible, provide a replacement vehicle. Due to the scarcity of authorized Can-Am service centers in Western Europe and the fact that RIDE IN TOURS is among the few operators offering these vehicles for rental, **replacement within 24 hours cannot be guaranteed**.

If no replacement Can-Am can be provided within a reasonable timeframe, RIDE IN TOURS will offer the client a **rental automobile** so that they may continue their trip in the best possible conditions. The cost of renting this automobile will be covered by RIDE IN TOURS for the remaining duration of the tour, excluding fuel, tolls, optional insurance offered by the rental company, and all personal expenses.

Using a substitute automobile does not entitle the client to any refund, compensation, or claim related to the unavailability of a replacement Can-Am.

7.3 Safety, Supervision, and Traffic Rules

On guided tours, following the instructions of the guide is mandatory.

On self-guided tours, it is prohibited to leave the country in which the tour is scheduled or to ride off-road without prior written authorization from RIDE IN TOURS. Failure to comply may invalidate insurance coverage or the travel contract. RIDE IN TOURS will not accept participants who lack adequate motorcycle equipment: helmet, gloves, jacket. In the event of a traffic violation, the client's information will be transmitted to the relevant authorities. A processing fee of €20 may be charged.

Any client deemed **unfit** or **unable to control the rented vehicle** may be stopped by the tour leader and must rent a car at their own expense to continue the trip. If the client refuses, a repatriation may be arranged at their own expense.

8. Services Provided

RIDE IN TOURS reserves the right to modify activities or the itinerary at any time based on weather conditions or any exceptional event that may affect group safety. The company cannot be held liable for weather-related issues, including natural disasters.

Any disrespectful behavior toward local populations, other participants, or personal property may result in immediate expulsion without refund.

Alcohol consumption is dangerous when riding.

The guide may refuse to allow a participant to continue riding if their condition appears unsafe.

RIDE IN TOURS may also exclude any participant who has concealed or misrepresented their health condition.

In the case of a twin-room booking (shared room), if no roommate is available, the single-room supplement will apply.

9. Supervision and Languages

The guided tours offered by RIDE IN TOURS are supervised by a guide appointed by the agency. This guide is responsible for coordinating the group, ensuring compliance with the itinerary, communicating instructions, adjusting the route when necessary, and maintaining overall safety to the best of their ability.

The guide may modify stages, schedules, or planned roads whenever weather conditions, traffic conditions, administrative requirements, or any external factor require such adjustments to ensure the safety of participants and the proper execution of the tour.

Depending on the tour, supervision may be provided in *French, English, or in a bilingual French/English format*, particularly for international groups. The language(s) used for each tour are specified in the tour description and/or at the time of registration confirmation.

It is the client's responsibility to ensure they sufficiently understand the language used for safety briefings, daily instructions, route information, and all necessary communications for group riding.

RIDE IN TOURS cannot be held responsible for any consequences resulting from misunderstanding due to insufficient language proficiency.

The guide is not responsible for operating the participant's motorcycle, handling their luggage, performing mechanical tasks, or evaluating their riding or physical abilities.

Each participant remains fully responsible for their riding behavior.

10. Registration Procedure

Registration for a trip is carried out via the registration form available on the RIDE IN TOURS website or via the paper version sent by email. **Registration implies acceptance of both the General and Specific Terms and Conditions of Sale.**

Registration becomes final only after receipt of the **40%** deposit of the total price including taxes; receipt of the completed, dated, and signed registration form and confirmation sent by RIDE IN TOURS by email.

11. Duration of Trips

The duration of trips includes:

- The day of the first overnight stay, at the meeting time indicated by the agency;
- Up to the morning following the last overnight stay of the tour.

Prices are calculated based on the number of nights, not the number of full days.

12. Prices

Prices are expressed in euros, inclusive of all taxes, per person, and include French VAT. They cover the services mentioned in the quote, the tour description, and the invoice. The applicable price is the one displayed at the time of registration.

No dispute concerning the price will be considered after the trip; it is the client's responsibility to determine before departure whether the price is suitable.

Prices may be adjusted in the event of significant changes, particularly regarding security taxes, port or airport taxes, fuel price increases, currency exchange rate variations, substantial increases in hotel rates.

If the currency of the destination country varies by more than **6%** against the euro compared to the departure date, and if the trip was booked more than 30 days before departure, RIDE IN TOURS reserves the right to modify the price accordingly.

For registrations less than **30 days before departure**, the price is strictly non-adjustable.

Accommodation standards are based on **local classifications**. Breakfasts, where included, correspond to the morning following an overnight stay.

Unless expressly agreed otherwise, trips must be paid as follows with a **40%** deposit upon confirmation and remaining balance **30 days before departure**. Any trip not paid in full by the date indicated on the registration form is considered cancelled. For late registrations, travel documents may be handed directly to the client at the first meeting point of the tour.

13. Modifications by the Client Before Departure

Any change requested by the client before departure will incur no fees if all the following conditions are met: the departure and return dates remain unchanged; the destination remains the same; the type of accommodation remains identical.

Any other modification outside these criteria will be considered a cancellation and will be subject to the cancellation fees described in the "Cancellation" section.

14. Transfer of the Contract

The transferor(s) must notify RIDE IN TOURS of the contract transfer by registered **letter with return receipt**, no later than seven days before departure.

The request must specify the full name(s), address(es) of the transferee(s), and demonstrate that they meet all the general travel requirements.

15. Documents – Identification – Formalities

Participants must be in possession of all **mandatory documents** at the time of departure, including: identity card, passport, motorcycle driver's license, vehicle registration, insurance certificate, visas, vaccination certificates (where applicable), etc.

These requirements may change at any time and remain the **sole responsibility of the participant**.

An expired passport or expired driver's license cannot be used in place of a valid identity card, including within the European Union.

Participants traveling to a country requiring an entry visa must complete the procedure themselves by contacting the relevant consulate or embassy.

They must also obtain any required transit visas.

All formalities fees are at the participant's expense.

RIDE IN TOURS cannot be held responsible for border issues, lost or stolen documents and delays due to police, customs, or other authorities. The tour cannot be delayed for these reasons. Any resulting return arrangements or expenses will be borne by the client.

16. Deposit and Payment

To confirm registration, the following payment methods are accepted:

- **Bank transfer** to the RIDE IN TOURS account:
IBAN: FR76 1940 6370 1967 1686 0341 776
BIC: AGRIFRPP894
- **Secure payment link** sent by email;
- **Cheque**, provided that the deposit date is at least 30 days before departure.

Upon receipt of the **40%** deposit and the signed registration form, RIDE IN TOURS will send a confirmation email.

The remaining **60%** must be received no later than one month before departure, without any reminder from RIDE IN TOURS. If the balance is not paid by this deadline, the booking will be cancelled and cancellation fees will apply.

17. Cancellation of the Trip

17.1 Cancellation by RIDE IN TOURS

RIDE IN TOURS reserves the right to cancel a guided tour up to **60 days before departure** if the minimum number of participants (as stated on the brochure or tour description) is not reached. The agency may also cancel a guided or tailor-made tour due to adverse **weather conditions** or any other reason related to the safety of travelers. Clients will be notified by email with acknowledgment of receipt.

In the event of cancellation by RIDE IN TOURS, all payments received will be refunded within 14 days (upon provision of the client's bank details).

Refunds may be issued by bank transfer or to the credit card originally used. No compensation may be claimed if the cancellation results from force majeure or from reasons relating to traveler safety.

17.2 Cancellation by the Participant

Any cancellation must be sent to RIDE IN TOURS by **registered letter with return receipt** (postmark serving as proof) or by **email with acknowledgment of receipt**. Cancellation becomes effective on the date of receipt.

Cancellation fees are calculated on the **total price including taxes**, excluding insurance:

- **From 60 to 31 days** before departure: **25%**
- **From 30 to 21 days:** **50%**
- **From 20 to 8 days:** **75%**
- **Less than 8 days:** **100%**
- **No-show on departure day:** **100%**

18. Optional Travel Insurance

RIDE IN TOURS offers several optional insurance policies: travel insurance, assistance and repatriation insurance, cancellation insurance, and baggage insurance. If the client declines these optional policies, they acknowledge that they have been **fully informed** of their importance and the necessity of having adequate coverage before traveling. Clients who choose to pay for their trip by credit card, and intend to rely on the insurance benefits associated with their card, must verify directly with their bank the eligibility conditions, coverage limits, and specific terms of the cancellation insurance. RIDE IN TOURS strongly recommends that each participant purchase adequate insurance, either through the agency's partner insurer or through another provider of their choice. **Insurance premiums are never refundable** in the event of cancellation, regardless of the reason.

19. Failure to Arrive at the Departure Point

RIDE IN TOURS cannot be held responsible for a client's failure to check in at the departure location of the trip in the following cases: delay of a pre-transport connection (air, rail, or road), even in cases of force majeure or third-party fault; failure to check in at the meeting point due to such delay; presentation of **expired** identity or health documents; failure to present mandatory identity or health documents.

If the client is unable to participate in the trip due to failure to arrive at the departure point, **100% of the trip price remains due**.

20. Motorcycle and Can-Am Vehicle Rental

20.1 Security Deposit

For any rental, a **security deposit** must be provided by credit card. This deposit covers any potential damage to the vehicle. It is released at the end of the tour once the vehicle is returned in satisfactory condition.

Deposit amounts by category:

- **Can-Am:** Spyders RT or F3 → **€5,000**
- **BMW 1250 RT → €4,000**
- **Category A:** BMW 1200/1250 GS, Moto Guzzi Stelvio, Suzuki GSX 1000 GX → **€3,500**
- **Category B:** Moto Guzzi V85 TT, BMW F 750 GS, Suzuki V-Strom 650 → **€3,000**
- **Category D:** Voge 500 DSX → **€2,500**
- **Scooters:** 125cc and 50cc → **€1,000**

20.2 Choice of Motorcycle

When booking, the client selects a **motorcycle category** and model. RIDE IN TOURS will make every effort to honor this choice, but availability cannot be guaranteed in the case of late bookings or technical constraints. The agency may assign a motorcycle of a **similar or superior category** without additional cost in such cases.

20.3 Mandatory Documents

The client must provide a valid driver's license and a valid identity document. No vehicle will be delivered to a person who fails to present these documents or whose documents are not compliant. Documents are checked upon arrival before the vehicles are handed over.

20.4 Additional Days for Vehicle Return

On certain tours, RIDE IN TOURS offers the possibility of keeping the motorcycle for one or two extra days to facilitate its return to the company's base in Tours, at no extra charge. The motorcycle remains **insured** during this period. However, the following costs remain at the client's expense: accommodation, fuel, tolls, and any other personal expenses.

21. Rules & Exclusion

RIDE IN TOURS reserves the right to immediately exclude any participant whose behavior could be disruptive to the group, including but not limited to: failure to comply with laws and regulations (Highway Code, smoking bans in public places, etc.); encouraging or engaging in risk-taking that endangers themselves or others;

- Aggressive or disrespectful behavior toward other participants; excessive alcohol consumption; any conduct compromising group safety.

No compensation or refund will be granted in the event of exclusion. RIDE IN TOURS declines all responsibility for activities carried out on location that are **not included** in the program.

Programs and itineraries are **indicative**. No compensation may be claimed in the event of changes due to adverse weather conditions or any unforeseeable circumstance.

22. Personal Data

In accordance with French Law No. 78-17 of 6 January 1978, as amended, and the General Data Protection Regulation (GDPR), the personal data provided by the client are necessary for processing the booking and organizing the trip. These data are used by RIDE IN TOURS for administrative management, customer relations, compliance with legal obligations, and execution of the contract. They may be shared with **partner service providers** (accommodation providers, rental companies, restaurants, insurance companies, guides, etc.) when necessary for the proper performance of the trip.

The client has the following rights: right of access, right to rectification, right to object, right to erasure, right to restrict processing, right to data portability.

These rights can be exercised by contacting: **RIDE IN TOURS - 10 Route de Conneuil - 37270 Montlouis-sur-Loire - France - contact@ride-in-tours.com**

23. Photos and Videos

All photos and videos taken during trips organized by RIDE IN TOURS remain the **exclusive property of the agency**. They may be freely used by RIDE IN TOURS for its website, brochures, social media, advertising, promotional materials, or editorial content. No legal action may be brought by a participant who appears recognizably in such media used for communication purposes. The agency will make reasonable efforts to preserve participants' anonymity whenever possible, without this constituting an obligation or contractual commitment.

24. Complaints

Clients are encouraged to report any complaint or remark **as soon as possible**, without waiting until the end of the tour, so that RIDE IN TOURS can attempt to provide a satisfactory solution. Official complaints must be submitted within **8 days after the end of the trip**, by registered letter with acknowledgment of receipt, to the following address: **RIDE IN TOURS - 10 Route de Conneuil - 37270 Montlouis-sur-Loire - France**

After this deadline, no further action can be taken on the request. RIDE IN TOURS reviews all claims with care and will make every effort to provide an appropriate response as quickly as possible.

25. Dispute Resolution

These General and Particular Conditions of Sale are governed exclusively **by French law**.

Any claim relating to a trip must be submitted to RIDE IN TOURS by **registered letter with acknowledgment of receipt** within 8 days after the return date. After this period, no action may be taken.

Any dispute falls under the exclusive jurisdiction of **the Commercial Court of Tours**, registered under No. A 808 548 895.

RIDE IN TOURS acts as an intermediary between the client and the service providers (accommodation providers, rental companies, various service providers), who each retain their own legal responsibility.

In the event of a dispute, an attempt at an amicable settlement will be made first. If no agreement is reached within 60 days, the client may refer the **matter to the Tourism and Travel Mediator (MTV)**. The terms and conditions for referral are available at: www.mtv.travel