



TERMS AND CONDITIONS

Payment

Unless previously agreed between Cornwall Trike Tours Limited and the customer, a 50% deposit will be required at the time of booking, with the balance payable no later than 7 days before the tour date.

Payment will be accepted by:

- bank transfer, quoting your invoice number/name as the reference (see website).
- by cheque, made payable to Cornwall Trike Tours Limited and posted to our registered office at 'Lesedna'. Chapel Lane. North Hill. Cornwall. PL15 7PQ.
- By debit/credit card over the phone at the time of booking.

For bookings made with very little notice, e.g. if you are visiting the area on holiday, it may be possible, with prior arrangement, to pay for the experience by bank card or cash on the day. Please speak to us about this.

Single Passengers

The price advertised is the total price per vehicle. Each trike takes two passengers but Cornwall Trike Tours is able to offer a 10% discount to single passengers.

Cancellation Policy

Refunds will not be paid if you cancel your tour with us. The trike and time have been reserved for you and it may not be possible to fill the tour with another customer at short notice. If you have any problems, then please contact us as soon as possible. We will do our best to arrange another date for you.

Once booked, our tours go ahead no matter what the weather. However, on some occasions in the interest of safety and your enjoyment, the driver may deem it necessary to postpone the tour to another time. We wish you to experience the thrill of the ride even if it takes a while to agree a mutually acceptable rearranged tour time. If it is deemed impossible to rearrange, for example you are towards the end of your holiday, a refund may be made at the company's discretion.

If we have to cancel the tour for any reason, we will offer a full refund of any monies received. However, again, it is probably preferable to rebook for a mutually agreeable time and we will do our utmost to ensure you can still experience the ride.

Cornwall Trike Tours Limited and the owners will not be held responsible for any costs whatsoever, incurred by the customer(s) or any other party as a result of cancellation.



Rescheduling

If you wish to reschedule your tour date and time, we will try our best to accommodate this, however, during busier times, rescheduling cannot be guaranteed.

Detours

Although we have set tours, on occasion, it may be necessary to change the proposed route due to events beyond our control, such as road closures or weather conditions. This will only be done in the interests of safety and the tour will still have the same, if not longer duration. No refund will be given if we are unable to take the agreed route due to detour.

Note - *Request Stop' service - allows customers to request in advance, specific destination visits which may alter our route slightly. The 'Request(s)' part this service should be agreed in advance at the time of booking. Common sense shall prevail - if we are in Port Isaac and you request a stop at Truro Cathedral; sorry, such requests are not practical. Please look at our Bespoke Experience page for these requests.

Safety

Our first priority is the safety of our passengers, driver and other road users. The Trike is fitted with lap belts and these must be worn at all times during the tour. Open face helmets, with clear drop-down visors and integrated sun visors, are provided and must be worn throughout the tour. Passengers must be able to reach the foot pegs and keep their feet rested on them at all times whilst seated on the trike and while it is in motion.

If, in our opinion, we consider that passenger behaviour compromises the safety of participants and other roads users for any reason, we reserve the right to cancel the tour with no refund.

Personal Items

Cornwall Trike Tours Limited (and the owners) will not be held responsible for any loss or damage to personal property/items howsoever caused during the tour. All belongings should be in secure pockets and handbags and should be given to the driver to be placed securely in the vehicle's storage area.

Clothing

We will provide open-faced helmets with two visors, waterproof jackets and over-trousers, gloves and neck warmers, if required. You should wear sensible, sturdy footwear and warm, preferably windproof, clothing no matter what the weather is like. Some areas on our routes can turn very cold very quickly. Sunglasses can be a good idea, not only do they look good, but if you wish to wear the helmet visor up, then they will help protect your eyes from any debris.



Helmets

Although it is not a legal requirement to wear a helmet on a trike, our insurance and licensing terms dictate that this is essential on all our tours. **Bluetooth Communication system** also relies on helmets being worn.

Age Range

There is absolutely no upper age limit! As long as the passenger is able to wear the lap belt, a helmet and keep their feet on the foot pegs, older age is not a barrier. As for children, for safety reasons, we would require them to be tall enough to rest their feet on the foot bars. A rough idea would be about 1.25m in height, or around 10 years old. If you are unsure, please contact us for a conversation before booking. An adult (18yrs or over) must accompany anyone under the age of 16 years on all our tours.

Weight Restrictions

Our standard weight limit is 18 stone (114kg) for a single person. Please check with us for further advice if you are unsure.

Insurance

The vehicle has insurance for use as a Private Hire Vehicle which includes Public Liability Insurance.

Gift Vouchers

All vouchers are non-refundable and are issued with a 12-month expiry date written on the voucher. This time period will not be extended for any reason and there is no cash alternative. Payment in full is required before voucher will be dispatched to the purchaser.

ACCESS FOR ALL

What is an Access Statement? *“An Access Statement is a written, clear and accurate, and above all honest description of your current facilities and the services you offer, to enable a potential visitor to make an informed decision as to whether your business meets their particular access needs.*”

Cornwall Trike Tours will endeavour to assist you to access the Trike by providing any help we reasonably can. You may be able to access the Trike directly (unassisted) because the seating area is quite ‘open’ and has plenty of places to support you towards the seat. Alternatively, we can assist you in an appropriate manner. Once in the Seat and belted in, there should be no issues. Customers with a wheelchair; please talk to us when you book your tour.

SAFETY BRIEFING

At the start of the journey, Cornwall trike Tours will take you through a short safety briefing once you are kitted up and have had a Comms check. This is obviously to ensure the safety and security of all persons on the Tour. Please pay attention.