

Member of:



URBAN BIKING TERMS AND CONDITIONS

Domicile

By this, we record the establishment of legal domicile of Urban Biking, 2779, Brandsen, Ituzaingó, Prov de Bs.As

Media

In order to establish a communication, you must access through the Urban Biking following means:

- Tel: (+54 11) 45 68 43 21
- Mob: (+54 9 11) 5165 9343
- info@urbanbiking.com
- www.urbanbiking.com / reservations online 24 hrs through our website

Reservations

Urban Biking must reply within the period of the 24 (twenty four) hours in any reservation made. However, reservations must be made with a minimum of 2 (two) hours in advance through the routes mentioned in the media section.

- Service, mode and time of it.
- Full Name.
- Passport number and Nationality
- Date of birth.
- E-mail.

As additional information we may request:

- Accommodation
- Telephone.
- Mobile phone.

Paragraph 1: on the commissions

The sum of 20% of tour cost will be given as commission to the agency or hotel establishment whenever their referred passenger performs the tour. The referring company must provide the necessary information to make the reservation under the conditions set above.

Paragraph 2: Tailor Made service, special services and / or events

In the case of signing up for Tailor Made service, event, or any type of service that requires prior preparation, it is necessary to specify travel conditions, reasons, together with its duration and the number of people involved in the activity 48 hours in advance in order to design the service appropriately and send the budget. All requested budgets will have a validity period of a month.

Paragraph 3: on changes in reservation

Once the reservation is made, the customer may make changes of date or time, but always Urban Biking reserves the right to accept those.

Paragraph 4: on verification of reservation

Anyone who wishes may have access to the verification of the reservation.

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Bicycle Rental

The rental of our equipment includes Bicycle: 1 (one) bike + 1 (one) helmet + 1 (one) light + 1 (one) lock (from now on EQUIPMENT).

The minimum rental period of a EQUIPMENT is 24 (twenty four) hours and the maximum is one month, with indefinite renewal options.

During the rental period the equipment is under the responsibility of the customer. In case of damage, the customer must pay for the full amount of the damage. In case of theft, must pay the value of EQUIPMENT or the value of the missing parts. The value of these will be agreed with the customer considering the market values of the missing pieces of EQUIPMENT

For each tour the bike will be delivered in optimal conditions of maintenance and cleaning. In the case of finding any faults or damages in the equipment, the passenger must notify the staff of Urban Biking prior to the start of the tour or rental.

Our services include

North Tour:

- Bike, helmet, bottled water, and mate gingerbread, guides and safe.

South Tour:

- Bike, helmet, bottled water, and mate gingerbread, guides and safe.

Night Tour:

- Bike, helmet, bottled water, light, guides and safe.

Tiger Tour full day:

- Bike, helmet, kayak (1 ½ hours), guides, mineral water, and mate alfajor, lunch (Complete with no alcohol beverages), train tickets and insurance.

Inclusions in Tailor Made services will be agreed with the contractor

Role of Urban Biking and claims

Urban Biking will provide the customer service of quality, information and materials.

In case of disagreement, once the tour is finished, the customer has the possibility of making a claim or complaint asking the guide the book of complaints. The client may express their discontent in written or discharge their claim by sending an email to calidad@urbanbiking.com.

The company reserves the right to refuse admission of any passenger whose behavior affects the normal development of the service.

Cancellation

The tours are performed every day, regardless of weather conditions.

Is up to the passenger to cancel the service.

The specified timeout is 30 (thirty) minutes past the scheduled start of the tour. In the case passengers are not present (no show) there will not be any refunds.

On the contrary, if the customer communicates the cancellation:

- More than 2 (two) hours and up to 24 (twenty four) hours in advance, the passenger will be refunded 50% of the total value of the tour,
- With more than 24 (twenty four) hours in advance will be refunded 100% of the total value of the tour.

This cancellation system applies to all our services.

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Requirements

To take a tour, you must have:

- A reservation.
- complete the form of psychophysical fitness.
- Insurance and Risk Identification.
- Complete contact details and medical coverage in case of emergency.

Customers must:

- Maintain a commitment to the environment
- Respect traffic rules
- Follow guides instructions

Skill Level

Our tours have low level of difficulty. There is no previous training expected in order to enjoy the tours.

Child Policy

Children under 18 (eighteen) must have parental consent and be accompanied by an adult. The adult is responsible for the child during the tour.

The minimum age to do the tour is 14 (fourteen). However, you must hire a private service to have a child under 18 / more than 14 years age in a group.

Number of passengers

We require a minimum of 1 (one) passenger and a maximum 21 (twenty) passengers per group per tour, excluding the Tigre Full Day Tour.

Tigre Full Day Tour requires a minimum of 2 (two) passengers and has a maximum of 21 (twenty) passengers per group.

In the event of a group with a number that exceeds the maximum number of passengers, this will be divide into two or more groups, up to four groups (84 pax) simultaneously.

Number of passengers per guide

There shall be no more than 7 people under the care and control of one guide.

By passing this number of passengers the company includes the number of guides and / or assistants with the established relations.

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Using the website

[Http://www.urbanbiking.com](http://www.urbanbiking.com) The Web site, blog <http://es.urbanbiking.com/Blog-Cicloturismo/>, and profiles both facebook and twitter are Urban Biking property. These are used to provide information, show text, video and images of their services as a means of contact and commercial use. The brand, image, design, text, videos and photographs are registered and protected by intellectual property rights. Not to be reproduced in whole or in part, copy and / or commercial use without prior permission from Urban Biking.

Mere access to the web site does not imply the establishment of any business relationship between Urban Biking and the user.

The client will have access to information for each tour, rent, equipment and personnel on the website <http://www.urbanbiking.com>.

Payment Methods

The rent or service payment can be done in the following ways:

- Credit cards (Visa, Mastercard or Amex) via Paypal (payment by 48 hours in advance)
- Bank transfer, deposit or check.
- Effective in Argentine pesos (ARS) or U.S. dollars (USD).

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