

# BICYCLE POLICY

## FOR NON-RENTERS



Thank you for booking a tour with us!

We understand that are choosing to bring your own bicycle to be more comfortable during the tour. Based on our experience, we want to remind you of a few things that you need to consider before your trip:

- 🚲 *We generally don't advise bringing your own bicycle if you have never traveled with your bike before. You are responsible for putting your bike together and putting it back in the box. Please bring the tools required to assemble your bike whether you are on a self-guided or guided tour.*
- 🚲 *Be sure to have your bike checked by your local mechanic before you travel.*
- 🚲 *If you are traveling by train, please note that you may have to pay a separate fee for your bike box, or that your bike may be put in a different car. Please check the regulations for your specific train to avoid a fine or having to leave your bike behind in case the train is full.*
- 🚲 *We are not responsible in any way if:
  - ⇒ Your bicycle is damaged in route
  - ⇒ Your bicycle is delayed in route
  - ⇒ Your bicycle breaks down, needs tools or other service while on tour.*
- 🚲 *We will do our best to help you resolve any situation above, or otherwise, that may arise, but additional costs will be your responsibility.*
- 🚲 *If you would like to use the services of a local bike shop (if there is one nearby):
  - ⇒ and you are on a self-guided tour, we can call ahead and provide an introduction in order to assist you.
  - ⇒ and you are on a guided tour, the guide can bring you there to get your bike fixed or buy the parts needed, provided the rest of the group does not need the guide's services.*

### Who to Contact:

#### Before you Travel:

Pure Adventures – please contact your tour consultant with any questions, concerns, changes, or other situation.

800-960-2221 or 1-480-905-1235

#### During Travel:

Your local contact – see your final trip documents for the local numbers. Here are just a few examples of when to contact your local support person:

- Inclement weather and you need a taxi transfer
- Any communication problem with a provider of an included service
- Bike/equipment malfunction other than a flat tire and you can't ride or fix it

#### Post Tour:

Pure Adventures – once your adventure tour is complete, we will follow up with you. If you are doing post tour travel that we arranged, we are your contact.