**Terms and conditions**

If you wish to register for a trip, please read and understand the following Terms and Conditions. They set out our respective rights and obligations.

Please read our disclaimer before you start booking. All participants will need to fill out and sign it before the trip starts. Copies are available at our office via email or print. We strongly recommend that you also read all the details set out in the web page relating to your trip prior to booking. Ensure that you understand the itinerary and style of the trip you are undertaking.

Privacy policy All personal information will be strictly confidential and will not be given or sold to a third party

These Terms and Conditions are in accordance with Icelandic law.

BOOKING INFORMATION AND CONDITIONS:

Day rentals and evening tours are payable upon booking.  Walk-ins will be accommodated as available, with payment rendered prior to service.

A participating adult must accompany under 18 year olds at all times whilst they are riding bikes.

You must advise Fjord Bikes as soon as possible of any mistake in the Fjord Bikes booking confirmation.

Fjord Bikes will take no responsibility for participants who have booked and then found the trip or terrain too difficult. If you are unsure please contact us, we will be happy to advise you to the best of our ability to whether the trail options are suitable.

Fjord Bikes shall use its reasonable endeavors to ensure that you and your party’s participation commences at the time booked and it shall be the responsibility of each participant to ensure that they arrive in sufficient time.  Late arrivals may not be permitted to undertake the tour or rental and no refunds or compensation will be payable in such circumstances.

Fjord Bikes will hold all booked day rental bikes until 10 am, after this time we do not guarantee to hold your booking unless prior agreements are made.  If you are running late, and will arrive after this time you must contact us via phone at +354 7700791 and we will endeavour to save these bikes for you.

Fjord Bikes will commence all evening tours at 7 pm unless otherwise agreed upon, after this time we do not guarantee to hold your space.  If you are running late, and will arrive after this time you must contact us via phone at +354 7700791 and we will endeavour to save the ride space for you.

CANCELLATION BY THE PARTICIPANT:

All cancellations have to be made in writing and sent by email to fjordbikes@gmail.com. Cancellation assessments calculated on the day Fjord Bikes receives your notification.

The following policy will apply: Scheduled rentals and tours: • Full refund if cancelled 48 hours before the start of the trip/rental. 50% refund if cancelled between 24-48 hours of start of trip/rental. No refund if 24 hours or less until the start of the trip/rental.

We strongly urge you to consider travel insurance.

CANCELLATION BY FJORD BIKES:

Fjord Bikes reserves the right to cancel a trip if the due to weather conditions. In such a case, refund of payments received by Fjord Bikes will be returned in full. Please note that once trips are scheduled, cancellations by us are extremely rare. Fjord Bikes can not assume responsibility for any loss incurred. Fjord Bikes reserves the right to make changes in itinerary. This can be as a result of weather conditions, river levels, trail conditions, local circumstances or events out of our control.

Fjord Bikes reserves the right to refuse admittance to the tours or deny rental should it deem it necessary to do so.  This includes a participant who does not comply with the safety rules and advice and the safety system or who is deemed to be under the influence of alcohol or drugs.

TRAVEL AND MEDICAL INSURANCE:

Participants are responsible for purchasing personal medical insurances. Insurance should cover all medical expenses for adventure/activity tours. We strongly recommend buying a travel insurance.

HEALTH AND FITNESS REQUIREMENTS:

Participants should be healthy and active. It is vital that persons with medical problems make them known to us well before departure. Fjord Bikes assumes no liability regarding provision of medical care.

RESPONSIBILITIES OF TRIP PARTICIPANTS:

Trip participants are responsible for understanding the conditions implied in the Trip Itinerary. They are responsible for selecting a trip that is appropriate to their interests and abilities. Also for preparing for the trip accordingly. Riders that bring their own bike: should have the proper bike and equipment needed for the selected trip. Please note that some tours are carried out on a paved road shared with motor vehicles. Participants are responsible for maintaining safe conduct in this shared space.

BIKE RENTAL:

We provide high quality specialist bikes for hire. To achieve this at a reasonable cost we ask our clients to treat the equipment responsibly. Price includes helmet, and map of surrounding area. The hire period commences on the day the cycle(s) are collected or dispatched. Hire continues until the cycle(s) and equipment is returned. The renter must be 18 years of age or older to rent equipment.  A credit card number will be held for all equipment rented until the return of said equipment. Fjord Bikes confirms that an experienced bike mechanic reviews each rental bike before hire. Each bike is prepped for rental and supplied to client in proper operating status, and is ready to ride.  You undertake not to misuse the bike and return it to Fjord Bikes in the same condition as it was delivered to you (normal wear and tear expected).

You understand and accept that Fjord Bikes advises the wearing of cycle helmets at all times when riding. You will ride your cycle responsibly at all times. You will not hold Fjord Bikes responsible for any loss, damage or injury including death to persons or property with regard to the use of the cycle(s) and equipment hired. You accept responsibility to Indemnify Fjord Bikes against any claim, interest, demand or expense in respect of such injury or damage. It is the rider’s responsibility for their own safety.

Cycling involves personal risk and you must ride responsibly. You will notify Fjord Bikes immediately of any loss, damage or theft to the hired cycles or equipment however caused. You will be responsible for paying Fjord Bikes the reasonable costs of repair or replacement for any such loss, damage or theft. Transporting the rental bikes on a rear mounted bike rack on gravel road is under no circumstances allowed unless expressly discussed prior with Fjord Bikes. Any damages caused by this will be of the renter’s responsibility. You agree to be solely responsible for the safe care, custody and operation of the rental bike. In the event of the bike stolen or lost during the rental period, Fjord Bikes reserves the right to charge you the original purchase price of the bike.

Please read our disclaimer. All participants will need to fill out and sign it before the trip or rental starts.

The disclaimer is signed by all riding adults on collection of the bikes, and reads as follows…

I (the undersigned) wish to hire a bike for the purposes of cycling.

I am over the age of 18 years old, or am signing on behalf of the children under 18 years old listed below.

I have the authority of each child’s (under 18 years old) parent/guardian to participate in the activity of Mountain Biking. All under 18 year olds must be accompanied by an adult riding a bike at all times.

From here on the word ‘I’ will be seen to mean the undersigned and all those under 18 years old named below.

I agree that safety helmets will be worn at all times when mountain biking. Riding without a helmet or misuse of any of the equipment will result in confiscation without compensation.

I understand that mountain biking is a physically challenging activity and accept that there is a risk of serious injury or even death in undertaking this activity.

I certify that to the best of my knowledge I do not have any medical condition which might make me more likely to sustain an injury.

To the best of my knowledge I am not pregnant.

I confirm that I am not under the adverse influence of alcohol or drugs.

I acknowledge that I am responsible for my own safety (and the safety of my possessions) whilst undertaking this activity, and that I am responsible for the safety of all under 18’s listed below.

To reduce the risks I agree to follow all the instructions set out in the guidelines the Association of Iceland Mountain Bikers along with all the instructions to be given to me by Fjord Bikes staff before undertaking the activity.

I understand and agree that if participating in guiding sessions that I do so entirely at my own risk. I have considered the nature of such sessions and agree to participate in a safe manner and follow all reasonable instructions from the guide.

I agree that I am liable for any costs incurred by myself and/or my group/company in respect to damage to the equipment hired by myself or my group/company, however so caused.

In the unlikely event of an accident, loss or damage to my personal effects, I acknowledge that Fjord Bikes will not be liable for any direct or indirect loss, damage or injury arising from or in connection with this activity (except death or personal injury caused by Fjord Bikes’ negligence) and waive all and any claims against Fjord Bikes in this respect.

In signing this document, I acknowledge that I agree to everything stated in the above disclaimer, and I take responsibility for myself and take responsibility for any/all the children (under 18) listed under my supervision.

AGGRESSIVE, HAZARDOUS OR RECKLESS RIDING WILL NOT BE TOLERATED ON ANY FJORD BIKES RENTAL NOR TRIP.