



## BOOKING FORM

DETAILS OF ALL PERSONS TRAVELLING – ONE MUST BE COMPLETED FOR EACH TOUR GUEST: CONNECT SPORT CYCLING EXPERIENCE TOUR YOU ARE BOOKING ON:

TOUR NAME: \_\_\_\_\_

TOUR DATES: \_\_\_/\_\_\_/\_\_\_\_\_ TO \_\_\_/\_\_\_/\_\_\_\_\_

TITLE: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ SURNAME: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_

CONTACT EMAIL: \_\_\_\_\_

CONTACT PHONE NUMBER: \_\_\_\_\_

COUNTRY & STATE: \_\_\_\_\_

EMERGENCY CONTACT (NAME AND NUMBER): \_\_\_\_\_

ANY SPECIAL DIETARY, OR OTHER REQUIREMENTS:

---

---

---

---

HEALTH CONDITIONS – PLEASE PROVIDE FULL DETAILS (ATTACH FURTHER PAGE IF NECESSARY):

---

---

---

---

CYCLING EXPERIENCE AND AVERAGE KM'S PER WEEK: \_\_\_\_\_

OTHER INFORMATION YOU WANT US TO BE AWARE OF, INCLUDING TRAVEL COMPANIONS (PLEASE GIVE DETAILS, ATTACHING FURTHER PAGES IF NECESSARY):

---

---

---

---

---

---

## **BOOKING TERMS & CONDITIONS**

### Booking Terms & Conditions

Please read carefully the following terms and conditions (**Terms**). In completing and submitting the Booking Form, you agree to be bound by these Terms, which form the agreement between Connect Sport Australia Pty Ltd (**Connect Sport, we, us, our**) and the customer (**you**).

#### **1. How to Book**

To reserve your place on one of the tours (**Tour**), you must complete and sign the booking form and return it by post to Connect Sport at PO Box 2017, Hampton East VIC 3188 or scan and send by email to [bade@connectsport.com.au](mailto:bade@connectsport.com.au), together with a non-refundable deposit of:

- AUD \$700 per person

Connect Sport reserves the right to reject any booking for any reason. Participants under the age of 18 must travel with a parent or guardian. Payment details below.

#### **2. Payment**

Prices quoted on our website ( <http://connectsport.com.au> ) are in Australian dollars and are payable by Visa, MasterCard, cheque, direct debit (details below), money order or cash. A 1.5% surcharge is applicable on payments made by credit card & 3% when using Paypal. The balance Tour price must be received in full by Connect Sport 60 days prior to departure and payments must be made in Australian dollars.

EFT payments should be made to the below account. Please include your full name in the payment description.

Account Name: Connect Sport Australia Pty Ltd

BSB: 063188

Bank Account Number: 10331012

#### **3. Cancellations/refunds/transfers**

3.1 If you wish to cancel your Tour, please notify Connect Sport in writing as soon as you have made the decision to cancel. Once Connect Sport receives your notice, cancellation will take effect subject to the following: (a) If cancellation occurs outside 60 days of the departure date you will forfeit your full deposit but we will refund any further payment you have made. (b) Subject to clause 3.2(b), If cancellation occurs between 60-30 days prior to departure you will forfeit 50% of the Tour price. (c) Subject to clause 3.2(c), if cancellation occurs within 30 days of departure you will forfeit 100% of the Tour price. If you have not yet paid the full price of the Tour, we have the right to recover any payments owed by you under this clause 3.1.

3.2 If you wish to transfer from one Connect Sport Tour to another tour operated by Connect Sport, you should notify Connect Sport in writing as soon as possible. Connect Sport will permit a transfer subject to the following: (a) to the tour that you wish to transfer to must commence within 12 months of your original Tour's departure date; (b) If your notice is received more than 30 days prior to your original departure, a \$100 transfer fee will apply, but your deposit and all other payments made towards the original Tour price will be allocated fully towards the substitute tour's price; (c) If your notice is received between 30 and 8 days prior to your original departure date, 25% of your original Tour price will be forfeited and the remainder allocated to the substitute tour price; (d) If your notice is received within 7 days of your original departure date, 100% of your original Tour price will be forfeited.

3.3 If you want to transfer your booking to another person, you must notify Connect Sport in writing as soon as possible. Connect Sport reserves the right to reject any transfer, and if it does so, the transfer will be treated as a cancellation. If Connect Sport accepts the transfer, a \$100 transfer fee will apply.

#### **4. Tour Prices**

Advertised prices are based on ground costs, fuel prices, exchange rates and assumptions made at the time of publication. Connect Sport tries its utmost not to increase prices, however sometimes increases are outside its control. Connect Sport reserves the right to amend Tour prices at any time before and including the departure date. Amendments may be necessitated for many reasons including, but not limited to, increased fuel costs, increases in ground services or exchange rate fluctuations. Any increase in Tour prices must be paid prior to the departure date.

#### **5. Single supplement**

Tours are organised and priced on a twin share basis. Single supplement accommodation is available at an extra price as published on our website. If you book as a single and are agreeable to sharing a room we will arrange for you to share with a person of the same gender. For a guaranteed single room you must pay the advertised single supplement rate.

#### **6. Cancellation due to Tour Booking Numbers**

Connect Sport reserves the right to cancel any Tour, at any time prior to departure, in the event that Connect Sport determines in its absolute discretion that there are too few people to operate the Tour efficiently. If this occurs, you will be given a full refund of all amounts paid to Connect Sport in respect of the cancelled tour. You will not be entitled to claim any additional amounts or seek any compensation for any loss, expenses or damage or for any loss of time or inconvenience which may result from the cancellation.

#### **7. Travel insurance**

While Connect Sport holds public liability insurance covering all its tours, this may not cover all injury, loss or damage you may suffer as a result of your participation in the Tour. You are therefore responsible for your own personal health insurance and travel insurance covering accidents, illness and travel cancellation.

You remain responsible for all of your personal belongings throughout the Tour. To the extent permitted by law, Connect Sport will not be liable for the repair or replacement of any of your belongings that are misplaced, stolen or damaged during the Tour.

#### **8. Tour Changes**

Connect Sport reserves the right in its absolute discretion to: (a) Change the date of departure or conclusion of the Tour, or, modify any aspect of the Tour; (b) Cancel or modify any routes within the Tour or objectives set out in the itinerary; (c) Substitute different or equivalent routes within the Tour in place of cancelled or modified routes; (d) Postpone, cancel or delay any such aspect of the Tour if in the absolute discretion of Connect Sport, it is necessary to do so due to inclement weather, snow or icy conditions or conditions that are otherwise likely to be hazardous or dangerous or due to any other adverse or threatening conditions which may affect the safety of participants and guides of the group.

These Terms will apply to any change to the dates, format, routes or other changes to the Tour.

## **9. Health and Fitness**

To fully enjoy and benefit from your holiday experience you should be in good health and physical condition. You acknowledge that you have trained properly for the Tour and will be in a fit state to complete the Tour safely. If you have a medical, physical or mental condition you have disclosed this to us upon booking. If, once you have booked the Tour, a medical condition becomes evident leading up to departure, you must also disclose this to us. You must complete our medical form (which will be sent to you once you have booked), provide details of an emergency contact person who is available during the Tour, and return the medical form to us at the time of making your final payment.

You consent to receiving any medical aid or treatment during the Tour that Connect Sport in its absolute discretion considers necessary or desirable. You will be responsible for the payment of all medical/surgical expenses incurred.

## **10. Airlines and other transport providers**

10.1 You are responsible for booking your own flights, and ensuring you arrive on time for the Tour. If you become aware of any delays or changes to your travel itinerary, you must notify Connect Sport immediately. We will use reasonable endeavours to assist you to join the Tour as soon as possible, however we will not be responsible for your failure to join the Tour on time or at all, or any costs you incur, as a result of changes or delays to your travel itinerary.

10.2 Your participation in the Tour will involve using travel and accommodation services provided by third parties. These parties (including airlines, other travel and accommodation providers) are not bound by these Terms, but the services provided by them will be subject to their own terms and conditions. Third party providers might amend or cancel a scheduled flight or other service, but such an amendment or cancellation will not be considered a cancellation of the Tour by Connect Sport.

## **11. Force Majeure**

If there is any natural disaster, act of God, strike, trade dispute, fire, breakdown, interruption of transport, government or political action, act of terrorism, or acts or omissions of a third party or any other cause whatsoever outside Connect Sport's reasonable control, Connect Sport will be under no liability to you and may, at its option, by written notice, either cancel the Tour or arrange alternative Tour arrangements. Connect Sport is not liable to refund all or any part of the Tour price if it cancels or changes the Tour due to circumstances outside its control.

## **12. Assumption of Risk and safety declaration**

You acknowledge that: (a) By its very nature, adventure travel can be more challenging and demanding with a commensurately higher level of risk compared with conventional holidays; (b) The Tour involves potential exposure to injury (including permanent injury) and death; (c) Operational control of the Tour may be in the hands of a third party and your right of action in regard to any shortcoming of a third party's performance is against the third party and not against Connect Sport; (d) The additional dangers and risks associated with adventure travel may include difficult and dangerous terrain, extremes of weather, including sudden and unexpected changes, remoteness from normal medical services and from communications and evacuation difficulties in the event of illness or injury; (e) We reserve the right to withdraw any person who in our opinion is likely to endanger themselves or others, and we also reserve the right to cancel any activity if we become concerned for any reason for your safety or that of any other person; (f) You must attend the Tour safety briefing on the first night of the Tour. You must follow our instructions at all times during the Tour, and you must use all safety equipment provided at all times.

For the above reasons you accept the inherent and increased dangers and risks associated with the proposed adventure and the accompanying risk of injury, death or property damage or loss.

### 13. Release and Waiver of Liability

In consideration of Connect Sport accepting your booking and in consideration of you being permitted by Connect Sport to join the Tour, to the extent permitted by law, you release, waive, discharge, hold harmless and agree to indemnify Connect Sport and its officers, employees, agents, licensees, guides and other representatives (**Representatives**) from all claims, actions, liability or losses relating to bodily injury, property damage, wrongful death, loss of services, loss of profits, consequential, exemplary, indirect or punitive damages or any other loss or damage which may arise out of or occur during your travel in connection with the Tour or any activities conducted in conjunction with the Tour, unless caused by the wilful negligence or wrongful act of Connect Sport and its employees. Regardless of the circumstances giving rise to the claim, you waive and release Connect Sport and its Representatives from any claims you have, or may at any time have, against Connect Sport and its Representatives, and you agree, by accepting these Terms and the inherent dangers and risks associated with participating in the Tour, not to make any claim against or seek any compensation from Connect Sport or its Representatives in respect of any personal injury, illness or death suffered by you, damage to or loss of property sustained by you, or any other loss or damage suffered by you as a result of your participation in the Tour.

### 14. Jurisdiction

Your booking, these Terms and all operations undertaken by Connect Sport are governed by the laws of Victoria, Australia.

### 15. Confidentiality

The courses used during the tour have been developed exclusively for Connect Sport and must not be shared with other commercial tour companies.

### 16. Privacy

16.1 Other than as set out in these Terms, the information supplied by you on the booking form will only be used by Connect Sport. By providing information to Connect Sport, you consent, in the unlikely event of an accident or injury, to the provision of medical and personal information to medical or emergency services personnel.

16.2 You consent to photographs, videos and electronic images being taken of you before, during or after the event by an official representative of Connect Sport. You acknowledge and agree that we own those photographs, videos and images, and that we may use the photographs, videos and images and your name and voice for promotional purposes through any form of media without your further consent. Connect Sport is not responsible for any photographs, videos or electronic images taken during the Tour by persons who are not representatives of Connect Sport.

Declaration (please sign and date): I can confirm that I have read, understood and accepted these Terms.

Full name: \_\_\_\_\_

Signature: \_\_\_\_\_

If under 18, signature of parent/guardian: \_\_\_\_\_

Name of parent/guardian: \_\_\_\_\_

Date: \_\_\_\_\_