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## Customer Information Form

Please complete and provide the information below. When you are finished simply push the submit button. You should receive a confirmation in your inbox. If you prefer to print out this form and send it by mail, or fax, please find a downloadable form [here](#).

First Name\*

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Last Name\*

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Phone Number\*

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E-mail Address\*

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Country Tour (or tours if you are doing more than one this year) Starts In\*

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Tour Name (s) and Departure Date (s) - if you are on more than one tour, list all tours you are participating in to fill out this form just once. \*

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## Agreement and Responsibility

In submitting this form, I acknowledge that I am aware of and accept the terms and conditions listed on the website Tour Planning and Information page. I further acknowledge that I understand the rating structure for tours from 101 through 501 and I confirm that this tour is appropriate for my needs and that I am in adequate physical condition for the tour I have selected. I have voluntarily applied to participate in this bicycle, or multi-sport tour with the full understanding that bicycling and other tour activities involve risks and hazards that may involve injury and/or death. I agree to assume full responsibility for myself and for any minors who accompany me on this tour, and for the bicycle(s) which is/are assigned to me, except when said bicycle(s) is/are in the care of ExperiencePlus! Bicycle Tours. I affirm that I am, and those minors accompanying me are, in good health and adequate physical condition to undertake a tour such as this. I also acknowledge that I am responsible for my own medical and accident insurance, and for ensuring that it is effective overseas.

I, \_\_\_\_\_, have read the disclaimer above and understood the [Terms and Conditions](#) outlined on the ExperiencePlus! website and understand the risks involved in participating in this trip.\*

I Agree

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## Insurance Notification

As an ExperiencePlus! Bicycle Tours client, I am fully aware that ExperiencePlus! strongly recommends that all travelers purchase Trip Cancellation and Interruption insurance similar to what [Arch Insurance Solutions](#) has prepared for ExperiencePlus! travelers. I understand that it is in my best interest to purchase Trip Cancellation and Interruption Insurance and will take full responsibility for my choice should I decide not to purchase it.\*

I Agree



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## ExperiencePlus! Traveler Code

By paying your deposit and completing your Reservation Forms, you certify you have read the following Traveler Code.

### Preparation

- I have (or will have at the time of travel) a valid passport and all visas, permits, certificates, and vaccinations required for travel and will be responsible for obtaining these items.
- I will make sure to communicate any special requests at least 30 days prior to my tour start date. This includes dietary needs, medical requirements and room preferences. I also understand that ExperiencePlus! will make a reasonable effort to accommodate special requests but cannot guarantee they will be possible.
- I will read pre-trip materials about culture-specific etiquette, clothing, and medical requirements.

\* I Agree

### 1) Cycling Abroad

- I have chosen a trip that suits my abilities, level of fitness, and state of health. Including consideration that I may be on roads that are different in terms of traffic and style compared to what I'm used to cycling.
- I do not have any physical conditions or disabilities that are a hazard to me or other travelers.
- I understand the ExperiencePlus! philosophy is to use chalk arrows as a navigation tool to better allow for travelers to take advantage of the freedom that bicycle travel provides. Though tours are fully supported, I will not always be with a tour leader, and I am comfortable with cycling alone and following arrows even on roads that are not familiar to me.
- In rare cases, secondary roads may not be well maintained. I will pay attention to road conditions and watch for other vehicles, pedestrians and cyclists.

\* I Agree



2)

**On Tour**

- I will pay attention at the daily briefings and will heed tour leaders' cautions and advice.
- I understand access to medical facilities and evacuation services may not be in the immediate vicinity.
- I understand that even though ExperiencePlus! tours are planned in the best cycling season, the weather is variable, may change quickly and may become hazardous and so Tour Leaders may have to change plans from the original itinerary.
- I will always wear a helmet when riding.
- If I choose to drink alcohol, I will do so responsibly.
- I will respect the laws, customs, environmental guidelines and regulations of countries visited while on the trip, including not using headphones while cycling.
- I will not bring marijuana with me on the trip even if it may be legal in my place of residence.

\*[ ] I Agree

**3) Group travel**

- I will respect the rights and privacy of other trip members.
- I understand that travel with a group invariably involves compromises to accommodate diverse desires, travel goals, personalities, and physical abilities of group members. ExperiencePlus! tour leaders may be required to improvise and to use their reasonable discretion in making decisions. These decisions may not always please everyone.
- I understand that ExperiencePlus! reserves the right to refuse service during a tour to anyone whose health or behavior could impede the welfare or enjoyment of fellow group members. An individual may be asked to leave a trip if the tour leader feels that the person's continuing participation may prove detrimental to the individual or the group.
- ExperiencePlus! is 100% committed to providing a harassment-free and respectful environment for everyone, regardless of gender, gender identity, race, ethnicity, religion, disability, sexual orientation, disability, physical appearance or other group identity or presumed affiliation to a social group. All staff members and group travelers are entitled to a safe and healthy environment. ExperiencePlus! will not tolerate disrespectful behavior, harassment or illegal acts in any form amongst travelers or between travelers and tour leaders and will consider any such act as a violation of our terms of service.



\* I Agree

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## CIF

**Do you have any medical needs or concerns we should be aware of? (If yes, please explain)**

No

Yes: \_\_\_\_\_ \*

**Do you have any dietary preferences or needs we should be aware of?\***

*Be as specific as possible; we have found that some labels such as 'vegetarian diet' vary in definition by individual. If 'Yes,' please list foods you will not or cannot eat. (example: I do not eat mushrooms; I am allergic to shellfish; I do not eat any dairy products; I do not eat red meats; I cannot eat hazelnuts)*

No

Yes: \_\_\_\_\_ \*

## Passport Information

If your passport information is on file please click the box below. Be sure to check that your passport won't expire within 6 months of your return date!

Information not on File or Updated Information--please insert details below

Information on File

Renewing Passport will send later

## Passport Details

Passport #: \_\_\_\_\_

Issuing Country:: \_\_\_\_\_



Name as it appears on passport:

\_\_\_\_\_

Date of Issue (mm/dd/yy): \_\_\_\_\_

Expiration Date (mm/dd/yy): \_\_\_\_\_

Date of Birth (mm/dd/yy): \_\_\_\_\_

Place of Birth (state/country): \_\_\_\_\_

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## CIF

**Bike Selection (view bike types [here](#)): Remember to bring your bike helmet. We require everyone to wear a helmet while on tour.**

### **I'm on a bicycle tour in Europe:**

Road Bike with drop handlebars

Hybrid (Flat Bar Road) Bike with flat handlebars

Mixte Hybrid (Flat Bar Road) Bike with step-through frame, with flat handlebars

Road Tandem

E-Bike (additional fees apply). Before deciding on an e-bike for your tour, we strongly recommend that you ride a pedal-assist e-bike for a full day over a variety of terrain. Many bike shops have e-bikes available for rent. Because these bikes are heavier (50+ pounds) they require both strength and balance particularly when mounting and dismounting the bike and traveling at slow speeds. If you have trouble with stability, handling or balance these bikes are not recommended for you.

I am bringing my own bicycle: I understand that there is no discount for this and that I'm responsible for transporting or shipping the bike to and from the tour and will cover any costs I incur in so doing. I must be able to assemble and disassemble my bike and have the tools and any spare parts necessary to maintain its operation.

### **I'm on a bicycle tour in Chile or Argentina:**

Road Bike with drop handlebars

Hybrid bike with flat handlebars

E-Bike (additional fees apply). Before deciding on an e-bike for your tour, we strongly recommend that you ride a pedal-assist e-bike for a full day over a variety of terrain. Many bike shops have e-bikes available for rent. Because these bikes are heavier (50+ pounds) they require both strength and balance particularly when mounting and dismounting the bike and



traveling at slow speeds. If you have trouble with stability, handling or balance these bikes are not recommended for you.

( ) I am bringing my own bicycle: I understand that there is no discount for this and that I'm responsible for transporting or shipping the bike to and from the tour and will cover any costs I incur in so doing. I must be able to assemble and disassemble my bike and have the tools and any spare parts necessary to maintain its operation.

### **I'm on a bicycle tour in Cuba:**

( ) Trek Fitness bike, similar to a hybrid or flat bar road bike

( ) I am bringing my own bicycle: I understand that there is no discount for this and that I'm responsible for transporting or shipping the bike to and from the tour and will cover any costs I incur in so doing. I must be able to assemble and disassemble my bike and have the tools and any spare parts necessary to maintain its operation.

### **Bike Fitting Information**

[ ] Information on file

[ ] Information not on file--measurements below

### **Bike Fitting Measurements**

*Please list your height and SOH for our records even if you are bringing your own bike; thanks!*

Height: please provide in inches or centimeters:

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Stand Over Height (SOH): Please provide in inches or centimeters (To determine stand over height, stand barefoot on a hard floor with feet six inches apart. Then measure vertically from the base of your crotch to the floor. Please note that this is not the same as your pants inseam!): \_\_\_\_\_



## Bringing own pedals?

We provide platform pedals or pedals with toe baskets. If you opt to bring your own clip-in/SPD shoes, you must bring your own pedals to use on tour. Your tour leaders will install those for you at the time of bike fitting.

Yes

No

## Would you like toe cages -

Yes - toe cages

No - flat Pedals



## Bicycle Notes

If you have any additional notes or comments about your bike please let us know.

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BICYCLE TOURS SINCE 1972

## Customer Information Form

**Participant Roster Preferences: Check what should \*NOT\* be included on the participant roster sent to everyone on your tour. If we have not received this form 40 days prior to the tour start, we will include all information.**

Address

Home Phone

E-mail

### **Accommodations/Rooming Preferences**

I'm traveling independently and am willing to share a room.

I'm traveling independently and I'd like my own room. I'll pay the Private Room Charge.

I'm traveling with a spouse/companion (please list name of companion):

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**If you are traveling with a spouse or companion, please select your bed preferences.**

One Bed (typically queen size)

Two Twin Beds

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## Gift Options

**Complimentary Gift Options** Visit our [gift page](#) to view photos of our gift selection. If we haven't received your desired gift choice 30 days prior to departure we will assume that you have chosen not to receive a gift.

If you are looking to complete your cycling wardrobe, we are thrilled to collaborate with PRIMAL to offer you a 25% discount code valid at [www.primalwear.com](http://www.primalwear.com). Use the code ExpPlus2018 at check-out. It is valid until December 31, 2018.

- Nothing, thank you. I have enough stuff.
- \$10 Charitable Donation made by ExperiencePlus to a Bicycle Advocacy organization.
- Socks: 3-inch cuff. One size fits most (sizes 7-11).
- T-shirt: short-sleeve, tri-blend fabric (Alternative Apparel brand)
- ExperiencePlus! Cycling Jersey made by Primal (new 2017 design).

**Please select what size T-Shirt you would like.**

- S
- M
- L
- XL

**If you would like a jersey, please select your preferred size below. The jerseys run large and we suggest ordering one size down. They will have no elastic in the bottom seam or the sleeve seams.**

- XS
- S
- M
- L
- XL
- 2XL
- 3XL



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## Hotel and Travel Arrangements

**Travel and Flight Information - In case Tour Leaders need to get in touch with you and know where you're at.**

Tour Start - Date and time of arrival, airline flight number and arrival airport:

\_\_\_\_\_

Tour End - Date and time of departure, airline flight number and departure airport:

\_\_\_\_\_

Anything else we should know?: \_\_\_\_\_

### Hotel arrangements

ExperiencePlus! is available to assist you with reserving extra nights at your tour starting and/or ending hotels. If you've already made your own hotel arrangements, please provide the hotel name(s) and number of nights below. We are asking for this so Tour Leaders know how to get in touch with you, if necessary.

The starting and ending hotels of your tour are specified in the Getting to and Away (GTA) emailed to you with your reservation confirmation.

We are also happy to help with coordinating your transportation to and from the tour. If you'd like help, contact [reservations@experienceplus.com](mailto:reservations@experienceplus.com) a minimum of 30 days prior to your departure.

( ) I have arranged my own extra night(s) at the ExperiencePlus! starting/meeting hotel. Please provide hotel name and check-in date here.:

\_\_\_\_\_

( ) I have arranged my own extra night(s) at the ExperiencePlus! ending/drop-off hotel. Please provide hotel name and check-out date here.:

\_\_\_\_\_

( ) I am staying elsewhere for my extra night(s) before the tour. Please provide hotel name/town and date here.: \_\_\_\_\_



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## Customer Information Form

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### Emergency Contact

**5) Please provide emergency contact information for someone who is not on tour with you. \***

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Relationship to you: \_\_\_\_\_

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### Thank You!



Thank you for submitting your Customer Information Form.

Please email us any missing information if you were not able to include it at this time to [reservations@experienceplus.com](mailto:reservations@experienceplus.com).

Take some time to view our [Travel and Planning Information page](#) to help you prepare for your trip. Let us know if we can assist you in any way!

Have a fantastic trip!

-The Folks at ExperiencePlus!

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