



ExperiencePlus! Bicycle Tours Terms and Conditions Amendments due to Coronavirus COVID-19 effective March 18, 2020. All [standard terms and conditions](#) not explicitly amended below remain in effect.

With the new and evolving nature of the COVID-19 Pandemic and given the recent global travel restrictions, we have amended our terms and conditions with the aim to provide our travelers with flexible options. We are grateful for the outpouring of support we have seen from our travelers and thank everyone for their patience as we navigate these unknown waters.

Delayed Final Payments

For remaining tours in 2020, we will be delaying the collection of final payments from 90 days before the start of your tour to 60 - 45 days before the start of your tour. For Bike and Boat tours we will take final payment 90 days before the start of your tour. We will continue to notify you of your tour status as this date approaches. Per usual, we will not take final payments without your approval.

Money on Account

To give travelers booked in 2020 more flexibility, we have waived fees for placing money on account and extended the expiration of money placed on account an additional year - until the end of 2022. We are also allowing money placed on account to be transferred to family or friends as a gift, should you find that you are not able to travel before the end of 2022. Funds not used by then will be forfeited.

Trip Cancellation by ExperiencePlus!

We are evaluating all tours scheduled from April 1st to May 31st and will make a decision about whether to cancel the tour 35 - 45 days prior to the tour start date and inform you of the status of your trip.

We are relying on national and local government advisories and our local resources to help us make informed decisions. We are also paying close attention to information from the World Health Organization, the United States Centers for Disease Control and Prevention, and the United States State Department.

ExperiencePlus! may cancel a tour if the following conditions present in the 30 days prior to the tour start date:

- If the US CDC issues a Level 3 travel advisory for the tour destination.
- If the destination has national/regional advisories or is enforcing restricted travel in the area of the tour and we cannot easily reroute to avoid that area.
- If ExperiencePlus! determines that the quality of the tour experience would be negatively impacted due to the Coronavirus situation.

If ExperiencePlus! cancels a tour for any of the reasons stated above, the following terms apply:

- Place 100% of funds paid on account to be used on a future tour in 2020 or on a departure before December 31, 2022. If you have paid in full you will receive an additional \$300 credit.
- Take a 50% refund and place 50% money on account to be used by December 31, 2022.

Traveler Cancellation

For all tours in 2020, if you decide you would like to cancel your trip the following options are available:

Spotlight, Explorer, Classic and Expedition tours:

Days before tour start date	Cancellation Fee or Money on Account/Transfer Options
91 or more	<ul style="list-style-type: none"> • \$200 cancellation fee • Place your full deposit on account to be used by December 31, 2022
90 - 31	<ul style="list-style-type: none"> • Place 100% of funds paid on account to be used on a future tour in 2020 or on a departure before December 31, 2022. If you have paid in full you will receive an additional \$300 credit. • Take a 50% refund and place 50% on account to be used by December 31, 2022
30 - tour start	<ul style="list-style-type: none"> • Cancellation fee: 50% of tour cost (50% refund) • Money on account or transfer to another tour: 80% of tour cost to be used by December 31, 2022

Bike and Boat tours:

Days before tour start date	Cancellation Fee or Money on Account/Transfer options
120 or more	<ul style="list-style-type: none"> • \$200 cancellation fee • Place your full deposit on account to be used by December 31, 2022
119-31	<ul style="list-style-type: none"> • Place 100% of funds paid on account to be used on a future tour in 2020 or on a departure before December 31, 2022. If you have paid full payment you will receive an additional \$300 credit. • Take a 50% refund and place 50% on account to be used by December 31, 2022
30-tour start	<ul style="list-style-type: none"> • Cancellation fee: 75% of tour cost (25% refund) • Money on account or transfer to another tour: 50% of tour cost to be used by December 31, 2022

Last Revised: March 18, 2020