

BOOKING TERMS

PAYMENT & CANCELLATION POLICY

VERSION 2026.1 · EFFECTIVE 3 SEPTEMBER 2026 · APPLIES TO ALL GUIDED AND SELF-GUIDED TOURS

WHEN YOU BOOK

€1,000 DEPOSIT

It holds your place and pays for the work we do up front, so it is non-refundable.

UP TO 60 DAYS BEFORE

REST REFUNDED

Cancel for any reason and everything you have paid above the deposit comes back in cash. No fee, no explanation needed.

60 DAYS OR LESS

50% IN TOUR CREDIT

The balance is due on day 60. Cancel after that and there is no cash back — half of what you paid returns as credit for another tour.

1 HOW AND WHEN YOU PAY

- **Deposit — €1,000, non-refundable.** Your place is held once the deposit reaches our account and we have your signed booking documents. Not before. The deposit counts towards the tour price, and it is the one amount that does not come back if you cancel.
- **Balance — due 60 days before Day 1 of the tour.** The rest of the tour price must have cleared in our account by then.
- **Split it however you like.** You can pay the balance in as many instalments as suits you, at no extra cost, as long as the full amount is with us by the 60-day date. Tell us the schedule you want and we will invoice it.
- **Booking inside 60 days.** If you book less than 60 days before the tour, the full tour price is payable straight away.
- **If the balance is late.** We will email you first. If the full price is still not with us, we may treat the booking as cancelled by you, and section 3 applies.
- **Bank charges and exchange rates are yours.** We invoice in the currency on your quote; if that is not euro, the deposit is the equivalent of €1,000 on the invoice date. What counts is the amount that arrives in our account.

2 CANCELLING MORE THAN 60 DAYS BEFORE THE TOUR

Cancel in writing more than 60 days before Day 1 and we refund **everything you have paid us above the €1,000 deposit**, in cash. No other fee. You do not have to tell us why.

- Write to lekker@flytoride.com. The date we receive your email is the date that counts.
- The refund goes back to the account or card you paid from, within **14 days** of your written cancellation.
- **The deposit stays with us.** By the time you book, we have already held the motorcycles, put down money on hotels and blocked out the crew's dates. That is what the €1,000 pays for.

3 CANCELLING 60 DAYS OR LESS BEFORE THE TOUR

By then the hotels are paid, the motorcycles are reserved and the support vehicle and crew are booked for your dates. We cannot get that money back, so **there is no cash refund** – but you do not lose everything either: **half of what you have paid us comes back as tour credit**.

YOU CANCEL	CASH REFUND	TOUR CREDIT
More than 60 days before Day 1	All but €1,000	—
60 days or less before Day 1	None	50%
No-show, or leaving the tour early Also if you cannot ride	None	None

HOW THE TOUR CREDIT WORKS

It is 50% of everything you have actually paid us, deposit included. We issue it in writing within 14 days. It is valid for **24 months** on any FLYTORIDE tour, you can pass it to a rider you name, and it cannot be exchanged for cash.

4 MOVING YOUR BOOKING INSTEAD OF CANCELLING

- **Change your date – free, more than 60 days out.** Move to another departure of the same tour within the next 12 months, subject to availability. The deposit moves with you. Once you are inside 60 days, a date change counts as a cancellation under section 3.
- **Send someone else – free, any time.** Hand your place to another rider, right up to Day 1. They need to meet the same licence and experience requirements and sign the same documents you did. If a supplier charges us a name-change fee, we pass on that fee and nothing more.

5 IF WE CANCEL THE TOUR

- **Minimum group size.** Every tour needs a minimum number of riders to run. If we do not reach it, we will tell you no later than **45 days** before Day 1.
- **You choose.** Whenever we cancel – too few riders, or anything else – you take either a **100% cash refund** of everything you have paid us, deposit included, or full credit towards another FLYTORIDE tour, valid 24 months.
- **What we cannot refund.** Flights, visas, gear, vaccinations, hotels you booked yourself. We never had that money. This is exactly what travel insurance is for.

6 INSURANCE

Motorcycle insurance for the machine you ride is included in the tour price, subject to an excess. That excess, and the security deposit that covers it, are set out in the **Rental Agreement** you sign at handover – not in this document.

Personal travel, medical, repatriation and **cancellation** insurance are your responsibility, and we strongly recommend all four. Make sure the policy names motorcycling as a covered activity: many standard travel policies exclude it, and off-road riding more often still. A policy that refunds your tour price when life gets in the way costs a fraction of the tour.

7 WHAT THE TOUR PRICE DOES NOT INCLUDE

Unless your quote says otherwise: fuel, flights and airport transfers outside the published arrival and departure days, visas, personal travel and medical insurance, alcoholic drinks, meals not listed in the itinerary, the motorcycle security deposit, traffic fines, and anything of a personal nature.

8 HOW THIS FITS WITH OUR OTHER DOCUMENTS

This Policy forms part of the **FLYTORIDE Terms and Conditions** and is issued together with them. Where this Policy and an earlier version of the Terms and Conditions say different things about payment timing or cancellation fees, **this Policy applies**.

Everything to do with the motorcycle itself – the security deposit, the insurance excess, damage, and what happens if a bike has to be replaced – is governed by the **Rental Agreement** and the Terms and Conditions, not by this Policy.

Events outside anyone's control (natural disaster, war, epidemic, border closure, an official travel ban) are handled under the force majeure clause of the Terms and Conditions. In practice we will offer you a new date or a credit rather than run a tour that cannot be run safely.

9 TALK TO US BEFORE YOU CANCEL

A date change or a swapped rider is almost always cheaper for you than a cancellation, and we would rather have you on a later tour than not at all. One message, and we will look at the options with you. We all prefer **WhatsApp**.

BOOKINGS & PAYMENTS

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THE OFFICE

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THE COMPANY YOU ARE CONTRACTING WITH

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