

General terms and conditions

Tours for groups

Payment of the tour

Payment of the bike tour must be made before the date of the tour. This counts as final confirmation of the bike tour reservation.

For larger groups, if so agreed, the payment of a 50% deposit applies as confirmation of the reservation. The remaining balance shall then be paid within 5 working days from the date of the tour.

Payment of the bike tour is made by bank transfer, indicating the invoice number and/or date of the bike tour.

Cancellation policy

The following cancellation conditions apply to our tours for groups

- Up to 14 days before date of tour, full amount (100%) will be refunded
- For cancellation 14 days to 5 days before the tour, half the amount will be refunded (50%)
- If cancelled 5 days to 24 hours before the tour, 90% of the amount will be charged
- If cancelled less than 24 hours before the tour, the full amount will be charged

If the tour cannot take place due to extreme weather conditions (heavy and prolonged periods of rain, strong winds), Cactus Brussel à vélo will contact the person in charge of the group at least 24 hours before the bike tour in order to cancel the bike tour or reschedule it for a later date. If no alternative date is found, the bike tour will be fully refunded and no cancellation fee will be charged.

The bike tour

Participating at the bike tour is under your own responsibility. Cactus Brussels à vélo will ensure that the bike tour takes place in complete safety. The following conditions apply to the participants at the bike tour. The participants declare that :

- They have sufficient cycling skills to participate safely
- They are in good health and do not participate under the influence of alcohol or drugs
- They exercise common sense and caution during the bike tour and follow the instructions given by the guide
- Cactus Brussels à vélo cannot be held responsible for any damage caused to third parties during the tours