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BIKINGCR · OUT IN THE OPEN CR S.R.L.

Deposits, Payments & Refund Policy

1. Deposit to Secure Your Place

A fixed deposit of **US$1,000 per person** is required at the time of booking to reserve your place on a scheduled group trip. Your deposit secures your spot at the confirmed booking price.

Your reservation is confirmed once BikingCR has received your deposit and sent you written booking confirmation.

2. Remaining Balance & Payment Deadlines

The remaining balance of your trip price is due **60 days before the trip's arrival date**.

BikingCR will send you an online payment link for convenient payment. Alternatively, you may arrange payment by bank transfer.

For bookings made less than 60 days before the trip's arrival date, the **full trip price is payable at the time of booking**.

3. Payment Methods

We accept the following payment methods:

- Online payment through the secure payment link provided by BikingCR.
- Bank transfer, using the banking details provided upon request.

Please include your name and booking reference with your payment so we can identify and confirm your transaction.

4. Cancellation by the Client

If you need to cancel your reservation, you must notify BikingCR **in writing by email**. Cancellation deadlines are calculated from the scheduled departure date of your trip, not the date of your booking or payment.

The following cancellation conditions apply:

- **More than 60 days before departure:** Your deposit will be refunded, minus a cancellation fee equal to 10% of the total trip price per person.
- **59–31 days before departure:** You are responsible for 50% of the total trip price. Any amount already paid above this 50% cancellation charge will be refunded.
- **30 days or less before departure:** No refunds or travel credits will be issued.

These conditions apply to voluntary cancellations initiated by the client. Please refer to the section below regarding departures that cannot operate because the minimum group size has not been reached.

5. Refund Processing

Approved refunds will be processed to the original payment method whenever possible.

BikingCR will confirm the refund amount and initiate the refund within **14 business days** of approving the cancellation or refund request. Actual receipt of funds may depend on the processing times of the bank or payment provider.

Any applicable cancellation fees or deductions will be clearly communicated to the client.

6. Late Payments & Missed Deadlines

The remaining balance must be paid by the stated due date.

If payment is not received on time, BikingCR will contact you to request payment. If the outstanding balance remains unpaid, BikingCR reserves the right to cancel your reservation and retain the deposit, subject to the applicable terms and law.

We encourage clients to contact us promptly if they anticipate any difficulty meeting a payment deadline.

7. Minimum Group Size & Departure Cancellation

Our scheduled group trips require a minimum of **four participants** to operate.

If the minimum of four participants has not been reached **60 days before departure**, BikingCR will contact you and offer two options:

- **Cancel your reservation:** Receive a full refund of your US$1,000 deposit, without cancellation fees or deductions.
- **Change your departure date:** Transfer your reservation to another available scheduled trip, subject to availability.

The choice is yours. BikingCR will not automatically transfer your reservation to another date without your agreement.

You may contact us approximately 60 or 30 days before departure to find out how many participants have registered for your selected trip and ask about the final applicable trip price.

8. Private Group Quotations

For private group bookings, prices and hotel availability included in a quotation are valid for **8 business days** from the date the quotation is issued.

To secure the quoted price and hotel arrangements, BikingCR must receive the required deposit within this period.

If the deposit is not received within 8 business days, hotel rooms may be released, and prices and availability may change. BikingCR may then need to issue a revised quotation.

9. Important Information

Please read these payment and cancellation conditions carefully before confirming your reservation.

For additional information about itinerary changes, weather conditions, events beyond our control and unused services, please refer to our Booking Terms & Conditions.

By completing your booking and submitting payment, you acknowledge that you have read and agreed to this Deposits, Payments & Refund Policy.

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