

# Terms and Conditions



## Who we are

justEride.ch includes reference to its owners, agents, employees, directors and/or officers (the “Operator”).

- Please read the terms and conditions below carefully. Once you, the participant on the Tour (also referred to herein as “you”, “I” or “your”), have read and accepted these terms, you will be required to make payment of your deposit.
- By booking a trip with justEride.ch, you agree to be bound by these conditions which form the agreement between justEride.ch and you.

## Payments - Cancellation - Refund

Prices quoted are in CHF and are payable by TWINT or cash. Payment can also be made via bank transfer with bank details being provided on request. Any bank fees incurred will be your responsibility. The balance of the tour price is payable 10 days prior to departure and payments must be made in CHF.

If you wish to cancel your tour, you must notify justEride.ch in writing (e-mail or WhatsApp). Once your notice is received, the cancellation will take effect subject to the following:

The services offered by justEride.ch may also include, upon request, individual services provided by external partners. The offer will be drafted in detail and will include all the requested services. This policy applies exclusively to the services provided by justEride.ch. For the cancellation of services provided by partners, the separate terms and conditions of each partner apply. These conditions can be requested directly from justEride.ch.

1. If the booking is cancelled up to 10 days before the start of the activity, the full amount related to the services provided by justEride.ch will be refunded.
2. If the booking is cancelled within 10 days before the start of the activity, the amount related to the services provided by justEride.ch will not be refunded. Please check the separate terms and conditions provided by external partners.

## Tour Changes and Cancellations by justEride.ch

justEride.ch reserves the right to make changes to the tour or cancel any part of it if, in our opinion, it is necessary due to bad weather, snow or icy conditions, or any other dangerous or unsafe situation that may affect the safety of the participants or guides. In such cases, justEride.ch may:

1. Change the start or end date of the tour, or adjust any part of the program;
2. Cancel or change the planned routes or goals described in the itinerary;
3. Replace cancelled or modified routes with alternative or similar ones;
4. Postpone, cancel, or delay any part of the tour as needed for safety reasons.

If the entire tour is cancelled before it begins, you will receive a full refund of all payments made to justEride.ch and external partners. However, no additional compensation will be provided for lost time, inconvenience, or other related costs.

## **Health and Medical Conditions**

To fully enjoy the tour, it's important that you are in good health and physical condition. If you have any medical, physical, or mental condition, you must inform justEride.ch at the time of booking. You are also required to update us if any health condition arises after booking and before the tour begins.

By joining the tour, you confirm that you are in good overall health and physically fit, and that you don't have any condition that could be negatively affected by participating. This includes, but is not limited to: pregnancy, high blood pressure, heart problems, neurological disorders, previous injuries or fractures, bone or joint issues, asthma, or back problems.

You understand and accept that even if you feel healthy, taking part in the tour may still involve risks or cause health problems or injuries.

In case of accident, illness, or injury during the tour, you give your consent to receive any necessary medical treatment.

## **Risks, Insurance & Liability Waiver**

By joining the tour, you understand and accept that:

The tour involves risks such as rough terrain, bad weather, limited medical access, and physical challenges. These risks may lead to injury, illness, or, in rare cases, serious harm or death.

Risks can come from other participants, equipment failure, medical conditions, or unexpected situations. These risks are part of the nature and spirit of the tour, and removing them would take away from the experience. Therefore, you agree to follow all instructions and you are the only responsible to make sure that the required safety gear are compliant with the level of the rider and tour. However, the helmet is mandatory.

You are strongly advised to have full personal insurance (health, accident, REGA, travel cancellation). If you choose not to, it's entirely at your own risk.

justEride.ch reserves the right to cancel or deny participation, or to remove any participant, including you, if safety is at risk. In such cases, no refund will be provided.

## **Acknowledgement of Risk and Waiver of Liability**

I acknowledge that participation in tours organized by justEride.ch involves inherent risks, including the potential for personal injury, equipment damage, or other unforeseen events. I confirm that I am in appropriate physical condition to take part in the proposed activity and that I will act responsibly and within the limits of my abilities at all times.

I agree to comply with all safety instructions provided by the guide and understand that failure to do so may increase the risk of injury.

By signing this document, I hereby release and hold harmless justEride.ch (the "Operator") from any and all claims, liabilities, damages, or expenses arising from my participation in the tour — whether caused by my own actions, by others, by equipment failure, or by the Operator's negligence.

This waiver also extends to any claims that may be brought by my family members, guests, or legal representatives. I accept full responsibility for any resulting legal fees or associated costs.

## **Photography and Video Disclaimer**

All photographs and/or video taken during the stay with justEride.ch and its partners are considered intellectual property protected by copyright laws. The photographer retains full ownership and copyright of all images captured.

The delivery of any photographs and/or video is not guaranteed and is entirely at the discretion of the photographer, who will decide if, when, and how the images may be shared.

Any reproduction, distribution, modification, or publication of the images and videos – including use on social media, websites, or printed materials – is strictly prohibited without prior written permission from the photographer or from justEride.ch.

Unless explicitly stated otherwise, the photographer reserves the right to freely capture and publish photos and videos of people, places, and activities during the stay, including sharing them on social media or promotional channels.

Anyone who does not wish to be photographed or videoed or appear in public content must clearly notify justEride.ch in advance, in writing, via this disclaimer.

**Delete what is not appropriate:**

- YES, I wish to be photographed or to be caught on video and appear in public content.
- YES, I wish to be photographed or to be caught on video but NOT appear in public content.
- NO, I do NOT wish to be photographed or to be caught on video nor appear in public content.

**I have read, understood and hereby agree to be bound by the above 3 pages of terms and conditions**

**Name and Surname:**

**Address:**

**City and Postal code:**

**Number of ID card or passport:**

**Date of birth:**

**Date and signed:**