



Terms & Conditions

Effective date: 01 August 2026

About justEride.ch and Terms & Conditions for guided MTB Tours

These Terms & Conditions govern bookings made with justEride.ch for guided MTB and E-MTB tours, outdoor experiences and related services.

In these Terms, "justEride.ch", "we", "us", "our" and the "Operator" refer to justEride.ch and its owner, guides, instructors, employees, agents and authorised collaborators.

Please read these Terms & Conditions carefully before making a booking. By submitting a booking request, confirming a reservation or paying any required deposit, you confirm that you have read, understood and accepted them.

These Terms & Conditions form the agreement between justEride.ch and the person making the booking and, where applicable, the participants included in that booking.

Activities and services

justEride.ch offers guided EMTB/MTB tours, outdoor experiences, coaching sessions, clinics, events, transport or shuttle services, photography-related sessions and other activities connected to outdoor, mountain, water-based or leisure disciplines.

Some services are provided directly by justEride.ch. Others may be delivered in collaboration with external partners, schools, boat owners, equipment suppliers, locations, brands, instructors or third-party operators.

When an external partner is involved, that partner's own Terms & Conditions, safety rules, cancellation policy and insurance requirements may apply. These may be requested from justEride.ch or directly from the relevant partner.

justEride.ch is responsible only for the services it provides directly.

Payments, cancellation and refunds

Prices are quoted in CHF and are payable by TWINT, cash or bank transfer (bank details available on request). Any bank fees are your responsibility. Unless otherwise agreed in writing, the remaining balance is due no later than 10 days before the activity.

To cancel a booking, notify justEride.ch in writing by email or WhatsApp. A cancellation takes effect when we receive your notice

- If you cancel more than 10 days before the activity, the amount paid for services directly provided by justEride.ch will be refunded.
- If you cancel within 10 days before the activity, amounts paid for services directly provided by justEride.ch will not be refunded, unless justEride.ch agrees otherwise in writing.
- For services supplied by external partners, their own cancellation and refund rules apply.

Tour Changes and Cancellations by justEride.ch

justEride.ch may change, postpone, shorten, cancel or adapt any activity where this is reasonably necessary because of weather, snow or icy conditions, trail or road conditions, safety concerns, force major, operational reasons, or any other situation that may affect participants, guides or third parties. In such cases, justEride.ch may:

- Change the start or end time, route, destination or program.
- Replace a planned route or activity with a reasonable alternative.
- Postpone, delay, shorten or cancel an activity for safety reasons.

If an entire activity is cancelled by justEride.ch before it begins, you will receive a refund of payments made to justEride.ch for that activity. No additional compensation is due for lost time, travel, accommodation, inconvenience or related costs.

Health and Medical Fitness

You are responsible for ensuring that you are in appropriate physical and mental condition for the chosen activity. You must inform justEride.ch before the activity of any medical condition, injury, allergy, pregnancy, disability or other circumstance that may affect safe participation.

Examples may include cardiovascular conditions, high blood pressure, respiratory conditions, neurological disorders, asthma, back problems, recent injuries or fractures, or any condition that may require special consideration. This list is not exhaustive.

You must stop participating and tell the guide or instructor immediately if you feel unwell, unsafe, fatigued beyond your ability, or unable to continue safely. In an emergency, you authorize reasonable first aid and emergency assistance where necessary.

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.

Risks, Insurance & Liability Waiver

Outdoor and mountain activities involve inherent risks. These may include rough terrain, falls, collisions, changing weather, limited access to medical care, physical effort, equipment failure, the actions of other participants, and unexpected situations. Such risks may cause injury, illness, property damage or, in rare cases, serious harm or death.

You understand and accept these inherent risks. You agree to follow all instructions given by justEride.ch, guides, instructors and partners, and to use only equipment appropriate for your level and the chosen activity.

A helmet is mandatory for cycling activities; further protective equipment may be required or strongly recommended depending on the activity.

You are responsible for arranging suitable personal accident, health, rescue and third-party liability insurance. Where appropriate, rescue cover such as REGA membership or equivalent cover is strongly recommended.

You remain responsible for your own medical and insurance arrangements.

justEride.ch (the "Operator") is not liable for injury, illness, death, loss or damage arising from inherent activity risks, your own acts or omissions, the acts of third parties, or circumstances beyond its reasonable control.

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.

This waiver also extends to any claims that may be brought by your family members, guests, or legal representatives.

You accept full responsibility for any resulting legal fees or associated costs.

Equipment

You agree to use all equipment provided by justEride.ch or its partners with care and respect. Any equipment must be used only in accordance with the instructions given.

You may be held responsible for damage, loss or misuse of equipment caused by negligence, reckless behavior, failure to follow instructions, use outside the agreed activity, or use by an unauthorized person.

In the event of a bicycle rental or loan, the participant is responsible for any damage found on the bicycle during or after the activity that is not attributable to normal wear and tear. This includes, but is not limited to, damage to the drivetrain or derailleur, frame, fork, wheels, tyres, inner tubes, brakes, suspension components or any other part of the bicycle.

The participant may be charged for the full cost of repair, replacement parts, labour and any necessary servicing resulting from such damage.

justEride.ch may stop an activity immediately if equipment is used in an unsafe or inappropriate way.

Behavior and safety rules

All participants must behave respectfully toward guides, instructors, coaches, partners, other participants, local communities, property, vehicles, boats, trails, activity locations, nature and equipment.

justEride.ch may refuse participation or remove a participant who behaves in an unsafe, aggressive, disrespectful, intoxicated, irresponsible or otherwise inappropriate way.

Alcohol, drugs or any substance that may impair physical or mental ability are not allowed before or during an activity.

Where a participant is refused or removed for behavioral or safety reasons, no refund will be provided.

Minors

Participants under 18 may take part only with the prior consent of a parent or legal guardian. The parent or legal guardian must accept these Terms & Conditions on behalf of the minor and remains responsible for ensuring that the minor follows all instructions and safety rules.

justEride.ch may request written authorization, contact details and/or the presence of a parent or legal guardian before confirming a booking.

Photography and Video

Photographs and videos may be taken during activities, tours, clinics, events or sessions organised by justEride.ch and its partners. Participants will be informed in advance or at the beginning of the activity whenever photography or filming is planned.

Anyone who does not wish to be photographed or filmed may inform justEride.ch before or during the activity. Reasonable steps will be taken to respect the participant's request.

Photographs or videos in which a participant is identifiable may be published or used on the justEride.ch website, social media channels, printed materials, advertisements or other promotional content only with the participant's prior authorisation. Participation in an activity does not automatically constitute consent to the promotional publication of a participant's image.

For participants under the age of 18, prior authorisation must be provided by a parent or legal guardian before identifiable photographs or videos are published or used for promotional purposes. Separate written or electronic consent may be requested.

Consent may be withdrawn at any time for future use by contacting justEride.ch. A participant may also request the removal of a published photograph or video in which they are identifiable. justEride.ch will take reasonable steps to remove the content from the channels under its direct control. Withdrawal does not affect uses already lawfully made before the request was received.

All photographs and videos created during activities are protected by copyright and other applicable intellectual-property laws. Unless otherwise agreed in writing, copyright remains with the photographer, videographer or other content creator.

Photographs or videos lawfully provided to participants may be shared for personal and non-commercial purposes, provided that copyright notices, photographer credits and any agreed usage restrictions are respected. They may not be sold, substantially modified, distributed or used for commercial, advertising, editorial or promotional purposes without the prior written permission of justEride.ch or the relevant copyright holder.

The taking or delivery of photographs and videos is not guaranteed. Whether content is created, selected, edited or provided to participants remains at the discretion of justEride.ch or the relevant photographer or content creator.

Personal belongings

justEride.ch is not responsible for loss, theft or damage to personal belongings, including phones, cameras, watches, glasses, jewelry, clothing, bags, vehicles or any other personal items. You are responsible for securing your belongings before, during and after the activity.

1. T&C Acceptance

By booking, paying for or participating in any activity with justEride.ch, I confirm that I have read, understood and accepted the 3 pages of Terms & Conditions in their entirety.

I understand the risks involved, accept responsibility for my participation, agree to follow all safety instructions and undertake to act responsibly at all times.



Date and Signature:

2. Participant acknowledgement

I confirm that the information I have provided is accurate and complete. I confirm that I am adequately insured for the activity, or that I have chosen to participate at my own risk and responsibility where legally permitted.

I understand that justEride.ch may work with external partners and that their own conditions may apply to parts of the experience.



Date and Signature:

3. For minors

I am the parent or legal guardian of the minor named above. I authorize the minor to participate in the selected activity, confirm that I accept these Terms & Conditions on the minor's behalf, and confirm that the information provided is accurate.



Date and Signature of parent/legal guardian:

4. If you wish to provide an emergency contact, please enter their name and phone number here:



5. Photography and Video: please select one option

☐	YES, I agree to be photographed and/or filmed and to appear in public content.
☐	YES, I agree to be photographed and/or filmed, but I do NOT agree to appear in public content.
☐	NO, I do NOT agree to be photographed or filmed, nor to appear in public content.