

Beerbike Policy

Cancellation policy:

If you would like to cancel the tour we need to know minimum 5 days before of the tour, then we can transfer you back the deposit.

Unavoidable and extraordinary circumstances:

Force Majeure means all facts or obstacles that are independent of the will of a Party and that could not have been reasonably expected to have been anticipated by the Party at the time of the Contract or those facts or obstacles or their consequences averted or overcome. Any unforeseeable facts (or foreseeable, but unavoidable by the Seller) affecting the provision of a Service, such as strikes, disasters, accidents having the nature of natural disasters, power outages, emergencies, epidemics, defence emergency of a country, and other public authority measures, etc., are also considered to constitute force majeure.

In case of force majeure we will not be liable or pay you compensation or refund back the full amount of the deposit (due to the mere fact we working with sub - contractors) if our contractual obligations to you are affected by unavoidable and extraordinary circumstances which we or the supplier(s) of the service(s) in question could not avoid even taking all reasonable measures.

In case of late arrival:

In case the group is late and the tour cannot start as per the agreed and scheduled time, the tour duration will be shorter to match the agreed and scheduled finish time.

Terms & conditions:

- If a passenger arrives drunk or intoxicated to the meeting point, the tour operator reserves the right to deny his/her access to the bike.
- It is forbidden to bring your own alcoholic drinks to the bike.
- People under 18 years of age cannot participate in the tour with alcoholic beverages.
- Littering is strictly forbidden.
- Public urinating is strictly forbidden. Any incident indicates an immediate ban of that person from the rest of the tour with no refund possibility. Throughout the tour we will stop and arrange dedicated bathroom breaks, in case it's necessary.
- In case of inappropriate behaviour (including causing damage/ rude, offensive or aggressive behaviour) we reserve the right to cancel the tour and refuse to provide a refund.
- It is agreed and accepted that all passenger participates the tour on its own responsibility.
- The Customer will be responsible for all damages / breakages and loss to property and these must be reported immediately and any associated bill must be paid immediately, onsite and directly to the Supplier.
- At the beginning of each tour, all passengers are required to accept and sign the general terms & conditions and the disclaimer of the tour.

The Beerbike staff can interrupt the tour, If guests do not observe the rules **without refund**.

Rules:

- Please do not pee in public, let the driver know if you need to go to the toilet.
- Please do not take your clothes off during the tour.
- Please do not spray the beer about during the tour.
- Please do not jump off of the beer bike until the vehicle stops. This can be very dangerous. Please stay seated until it's safe to get off.
- Please do not jump into or bathe in Danube River. In case you break this rule you will get a serious fine.
- We cannot give you any new cups except for the one you get at the start of the tour. We take environment protection seriously.

Complaints:

It is the responsibility of the Customer to report any complaint or immediate notification to the service provider and / or a Kingbike's representative. By failing to do so, it is the decision of the beerbike company to deal with the claim.

If there are any complaints about the program these must be communicated immediately to Kingbike or its Suppliers who will endeavour to put things right to avoid it from ruining any part of the program. It is strongly recommended that you communicate any complaint directly to the Supplier of the services whilst at the location as well as to our representative, in the case of Kingbike by telephone during stated to +36 70 616 41 37. The Kingbike will always try to resolve the issue on the spot.