



## Cycle Canada Practices and Policies

**OUR PLEDGE TO YOU:** Participants in our events have a right to expect that Cycle Canada, as organizers, and its staff will make all reasonable efforts to ensure that riders complete their trip and are enriched by the cycling experience. We hope that each rider will find companionship in, and be tolerant of, other members of the group and help to make the trip a memorable and positive experience for all riders.

**PAYMENT OF FEES:** Payment in full is due within 30 days of the start of a trip, except Tour Arctic (60 days) and Tour du Canada (90 days). If payment is not received by the due date, Cycle Canada reserves the right to cancel a registration and the refund policy will apply. We accept Canadian dollar cheques up to 15 days before an event starts. Late payments must be by cash, money order or credit card. Credit cards payments are in Canadian funds.

**CANCELLATION AND REFUNDS:** This policy applies to Cycle Canada events. For Tour du Canada, see the statement of policies specific to that event. Cancellations must be made in writing. Deposits for Cycle Canada events are not refundable or transferrable to another rider. If a rider cancels more than 30 days before the due date for final payment, an administration fee of 50% of the original deposit amount will be assessed. The balance of the deposit will be transferred to an event in the following year. If a rider cancels within 30 days of the due date for final payment, an administration fee equal to the deposit amount will be assessed. If a rider cancels within 30 days of the start date of an event, an administration fee of 50% of the total trip fee will be assessed and the remaining amount will be transferred to an event in the following year. Cycle Canada reserves the right to cancel a registration if final payment is not received by the due date.

**EVENT CANCELLATION:** Organizers reserve the right to cancel a Cycle Canada ride or Tour du Canada for any reason at any time prior to departure. In such case all funds paid will be refunded. If an event is cancelled, the organizers are not responsible for additional expenses, such as travel costs.

**SINGLE SUPPLEMENT:** Where fees for indoor trips are based on double accommodation, we reserve the right to put three to a room when we have an odd number of either gender and where the roommates are not part of a couple. Solo participants of different genders will not be asked to share a room. We try to match solo riders with someone of the same gender. If we are unable to find you a partner, or if the partner cancels, we will need to assess the single supplement. Of course, you can choose to pay a single supplement to have your own room.

**INSURANCE:** Cycle Canada recommends that participants obtain travel, cancellation and personal property insurance.

**GROUP SIZE:** We believe that you will enjoy cycling trips more in groups where you can get to know other riders. For that reason, we limit group size. Limits vary, depending on the trip.

**ORIENTATION:** Before each trip, we hold an orientation session to discuss what you can expect on the ride. For the longer trips, these sessions are more detailed. We believe the time spent at the orientation session is a valuable part of the trip.

**VEHICLE SUPPORT:** Our truck carries personal gear. We encourage riders to ride all the way but make every effort to ensure that no one is left stranded.

**COMMUNICATIONS:** We provide a communication system that allows us to track rider whereabouts and assist with problems as necessary. Drivers do not carry cell phones to communicate with riders. Cell phone reception is unreliable in many areas and can be a dangerous distraction for drivers when driving.

**ROUTE MAPS:** We provide daily route sheets and/or maps for our events for use by participants during the event. We do not routinely sign routes. We believe that riders should share the responsibility for traveling as cycle tourists.

**PART WAY / ALL THE WAY:** We encourage riders to join our trips for the full ride. But you can ride part of a trip, except Tour du Canada. Generally, special provisions to ride a segment of a trip must be made in advance.

**SPONSORSHIP:** From time to time we get queries from people who want to associate their ride with a charitable or for-profit organization. Our rule on fundraising, either charitable or for-profit, is that any such activity is a personal endeavor. We make no judgment on any fundraising activity and we recognize charitable pursuits are important. But we do insist that riders not use our trademarked names or our copyright material in association with any sponsorship or fundraising activities, except where expressly authorized in writing by Cycle Canada.

**PRIVACY:** Our policy is that if you contact us with your name, address and any other personal information, we will not sell, rent, trade, "partner" or distribute that information to any third party, except where required by law.

**Effective Date:** This policy statement is in effect from November 22, 2009.

**Tour du Canada and The Crossing:** Additional policies also apply to Tour du Canada and The Crossing. Anyone interested in one of those cross-country rides should ask for a copy of the policy statement specific to a ride.

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