

# CANCELLATION AND REFUND POLICIES

## TOURS

- a) To be eligible for a refund, notice of cancellation must be given to the Bike Flow Oaxaca team at the cell phone number (+52) 951-532-2296 or to the email [bikeflowmx@gmail.com](mailto:bikeflowmx@gmail.com) from 8:00 a.m. to 6:00 p.m. 24 hours in advance of the date your experience begins on tours lasting 2 hours, 3 hours and ½ day, 4 days in advance for tours of 1 to 4 days and 15 days in advance for tours lasting more than 4 days. The cancellation fee will be 30% of the total price of the experience, related to administrative expenses. The maximum refund to the client will be 70% if the full amount has been paid, and 20% of the total cost of the experience if the minimum amount has been paid.

If the stipulated time is exceeded, the maximum possible refund will be 50% of the total price of the activity if the full amount has been paid, or if the corresponding minimum reservation amount has been paid. For tours of 2 hours, 3 hours, half a day, and up to 3 days, the maximum refund will be 30% for experiences longer than 3 days. No refund will be possible. If cancellation is made 24 hours before the start of the experience, no refund will be possible.

**During high season (July, November, October, November, December):**

Cancellation fee will be 50% for all activities and following the limits described above, in case of cancellation less than 24 hours before the activity, a refund will not be possible.

- b) If the client does not show up at the indicated time and date, the Bike Flow Oaxaca team will be given a 30-minute grace period. Once this period has elapsed, the activity will begin. Otherwise, the activity will be considered completed, and a change of date will not be possible. For private tours, the delay time will be included in the total duration of the experience, with modifications made to comply with established times and schedules.
- c) Tours are operated even in light rain, so customers are asked to check the weather forecast prior to their booking date and to be aware and confident in their technical skills to avoid injury during the experience and prevent them from fully enjoying it.
- d) The only reason a tour can be cancelled is when the weather conditions are extreme and the Bike Flow Oaxaca team considers its start dangerous, as well as when the team considers that they put the physical integrity of the client at risk, in this case the client will be offered the possibility of rescheduling the experience for any day



within the next 6 business days or be entitled to a 60% refund of the total of their purchase as the weather is a factor of force majeure.

- e) If the client becomes ill within the last 24 hours, they must present a medical certificate confirming their current health status to be eligible for a rescheduling of their experience on any day of their choice within the first 5 business days. Refunds are not possible. If symptoms appear within 24 hours, follow these instructions:
1. Notify the Bike Flow Oaxaca team of your illness.
  2. See a doctor for a medical evaluation.
  3. Obtain a prescription with a diagnosis.
  4. Send a photo of your prescription to the Bike Flow Oaxaca team.
  5. The Bike Flow Oaxaca team will suggest possible dates for rescheduling your experience. Refunds are not possible.

## **BIKE RENTALS:**

- a) To be eligible for a refund, Bike Flow Oaxaca must be notified 48 hours prior to the start date of your rental service. The cancellation fee is 30% of the total amount of the requested service. If the notice period is exceeded, a refund will not be possible. If the client does not show up on the agreed date and time for the rental service, a maximum wait of 1 hour will be required. If this time is exceeded, the service will be considered completed and a refund will not be possible. If the rental service is terminated before the contracted date, no refund will be given for any unused time. All payments are final once the service begins.
- b) In case of any mechanical problem within the first 2 hours or 20kms after the start of the service, the client must immediately notify the Bike Flow Oaxaca team about the situation, attaching a video, photos and a description of the problem in order to offer you the exchange for a new bicycle to your current location or Transfer to the store (Depending on transportation availability) and repair of the problem or cancellation of the contract with the possibility of a 100% refund. In case of exceeding the warranty time or mileage, any mechanical problem will be taken as an external situation created by the activity itself and it will not be possible to take these services for free and on the contrary, any mechanical failure will be charged to the client as well as the collection and change of bicycle will be services taken separately from the contracted service.
- c) In the event of any mechanical failure of the bicycle or accessories during or after the contracted service and the warranty period is exceeded, a charge will be made between 20% and 100% of the total value of the damaged component/accessory. In the event of mechanical failures after the start of the service and after the first 2 hours or 20 km, all repairs will be charged separately as mechanical workshop



services, without considering normal wear and tear. In the event of a mechanical failure and if repairs are proven to have been carried out by persons other than Bike Flow Oaxaca, the total value of the damaged components will be charged, plus a 5% charge of the value of the bicycle and immediate cancellation of the service with no possibility of a refund.

