

BICI BUCERIAS TOUR AND BIKE RENTAL CANCELLATION POLICIES

Tour and Bike Rental Cancellation Policy for Guests

A Bici Bucerias Tour or Bike Rental is fully refundable if you cancel within 24 hours of booking it. You're also eligible for a full refund if you cancel more than 30 days before the Tour or Bike Rental is scheduled to start.

If a Bike Rental must be canceled during the Bike Rental Period due to a mechanical failure, the Renter will be eligible for a full refund, if the cancellation takes place on the first day of the Rental Period. Otherwise, any refunds shall be calculated on a pro rata basis based on the number of days elapsed compared to the total number of days in the Bike Rental Period.

Weather Cancellations

If weather creates a safety concern or an unsafe environment, either before or during the Bici Bucerias Tour, the Guide may cancel the tour without penalty. The Guest will be fully refunded, if this happens.

Natural disasters that prevent the Guest from traveling to or from a destination will result in a full refund for a Guest.

Examples include:

Severe storms

Earthquakes

Flooding

Tornadoes

Tsunamis

Wildfires

Blizzards or severe winter storms

Endemic disease or illness that suddenly affects a region or an entire group of people. This doesn't include existing diseases that are associated with an area.

We may reach out for documentation to verify weather-related claims.

Cancellations due to an emergency or safety issue

We understand that emergencies happen. No penalties will be applied for valid cancellations with documented reasons, or for cancellations made for valid safety reasons. We may ask you to provide documentation for a cancellation due to an emergency.