

TERMS AND CONDITIONS

The goal of Get a Ride Madeira is to provide the best experience to all our customers, with the intention that they will request our services again. The company will do everything to make this happen. The conditions we offer are described on our website.

Art. 1 - Personal Data:

It is the responsibility of the customer to provide his personal data correctly. Especially when activating the insurance.

Art. 2 - Cancellation by the customer

After confirmation, the reservation is not refunded. Except when:

-If cancelled 1 month before the activity, 97% will be refunded (100-3% money transaction fee).

-If cancelled between 1 month and the last 48 hours, 50% will be refunded.

*It is possible to reschedule for a possible date for both the company and all participants, or by us, up to 12 hours before the event, only due to weather conditions.

When cancelled in the last 48 hours, no refund will be given, unless:

-The service in question is Bike renting for multiple days with no Shuttling service included in which there is a partial deposit of 70% of the bike renting's cost for the day's cancelled as long as Get a Ride Madeira was alerted about the cancellation within the day before to the day of the cancellation.

The deposit is not refundable two days before the tour takes place.

Art. 3 - Cancellation by Get a Ride Madeira

The cancellation of the activity can be made due to weather conditions because the insurance does not cover the activity that day.

Art. 4 - Reservation and acquisition of the activity

All reservations must be confirmed by e-mail or WhatsApp. Informing that the realization of the activity is guaranteed.

The reservation is only given as validated after the deposit value, or deposit for the intended tour the Get a Ride Madeira account is confirmed.

The reservation is needed to activate the insurance, so it is not refunded if the time for cancellation described in art.2 is exceeded.

Making the payment means that you have read and agree with all our conditions.

The final invoice is sent within 5 days after the completion of the tour.

Art. 5 - ASSUMPTION OF RISK

The client must be aware that this is a sport that involves some risk to his health. The client is responsible for all his actions and general risks of activities in nature, such as: insect bites / stings, bodily injury and / or fractures light, severe or very serious and death.

We do not assume any responsibility for damage, death, or injury to any third party caused by the client.

The client must assume all responsibility for his or her actions.

The client should not perform any activity if he/she is not physically fit to perform it. Asthma, heart problems, etc.

Art. 6 - Minors

All minors must have the confirmation of their parents or guardians to perform the activity, as they are responsible in case of damage to the rented equipment.

All clauses present in this contract are applied to the minor's parents or guardians.

Art. 7 - Personal equipment, transportation:

We are not responsible for any valuables, or any documents left inside the van, or during the tour.

Art. 8 - PAYMENTS:

The value of the activity must be paid by the client always at the beginning of the activity.

Non-payment of the reservation fee gives us the right to cancel the activity.

Payment can be made in cash or by bank transfer, no other payment method is available.

- When making a bank transfer, proof of payment is required. Payment is only validated after bank confirmation in the Get a Ride Madeira account.

We do not assume any additional expenses that the client incurs unforeseen changes or delays in circumstances where the cancellation is due to external events beyond our control.

Art. 9 - BIKE RENTAL, other material

The client is entirely responsible for making good use of the equipment.

For First Experience or Cross-Country activities there is no deposit on the bike

For Enduro or Downhill activities there is a deposit of 150€ or 250€ per bike for Enduro Riding or for our Tours depending on the type of renting, and if it is included in our Tour services or not.

You agree that any damage to the bike is your responsibility, even if the cost is higher than the value of the deposit.

The client is responsible for the bicycle in any unforeseen situation. In case of theft the customer pays the full value of the bicycle.

We will explain how the bicycle works upon delivery. The bicycle will be delivered in perfect working conditions.

By entering into this agreement, you acknowledge your full responsibility for the bicycle in question.

To secure the rental, you are required to submit a safety deposit which price is excluding any of our tours.

When reserving a tour inclusive of a rental bicycle, you accept liability for any damages resulting from crashes or rough landings, committing to cover the associated costs on either any of the provided equipment, the bike or yourself.

In the case of standalone bicycle rentals, you commit to covering any damage incurred while the bicycle is under your care, regardless of whether it exceeds the safety deposit up to the cost of the bike at the date of which the damage was done.

Should the bicycle or any equipment/accessories provided be stolen during your rental period, you will be the sole responsible for reimbursing GET A RIDE MADEIRA for the original price of any Bike/equipment/accessories provided.

Please note that our bicycles are diligently maintained on a daily basis. It is your responsibility as the client to thoroughly inspect the bicycle the moment it is provided to you, before embarking on any ride.

If any previous aspect relates to damage or wear is present on the bike the same will be mentioned to you and expected as to when the Bike is delivered.

Any other damaged part not mentioned which you believe to be faulty/damage previous to you getting the Bike should be mentioned at the time the bike/equipment was provided to you included of the pictures which have to be taken in the first 20 minutes after we trust you with the bike/equipment.

-Guide

Any attitude or action that is performed without the authorization of the guide, may incur in insurance cancelation.

The client must never to surpass the guide and must follow his directions during the entire tour.

Term of responsibility

I am participating in an activity of high risk to my health, at my own risk, it is an activity that involves insect bites/other danger and risks of bodily injury and/or light, severe or very severe fractures and death. I am responsible for my health and the health of others. I am responsible for any other actions, omissions, or conditions beyond the company's control.

I am fully qualified to perform this activity, and I am aware that I cannot perform certain maneuvers or actions.

I am aware that I must wear personal safety equipment.

I must obey the guide's directions and respect all other participants.

I agree to follow all the safety rules defined by the company.

I authorize the use of my image, and/or the minor represented by me, for publicity and advertising purposes on the website, social networks, and publicity material of "Get a Ride Madeira".

It is my responsibility to read this entire contract before starting the activity and agree to all the points described. I accept and agree with the clauses through my signature below, and that I do it willingly.