

## Events & Dr Bike Booking Terms & Conditions

Last update April 2019

### 1. Booking process

To book an event (including Dr Bike and Maintenance Demonstration sessions) please contact Outspoken Cycles Ltd at [team@outspokencycles.co.uk](mailto:team@outspokencycles.co.uk). All events will be quoted for before booking is confirmed. Bookings will only be confirmed in writing from Outspoken Cycles.

### 2. Payment

Outspoken Cycles will send an invoice prior to the event unless otherwise agreed beforehand. Payment is due within 14 days, or prior to the event (whichever is soonest), unless otherwise stated at the time of booking. Invoices are issued, and must be paid, in British Pounds Sterling (GBP). We will send full details of how to pay with the invoice.

### 3. Cancellation of bookings

We ask that you let us know as soon as possible if you wish to cancel or modify a booking. Requests to cancel or modify a booking must be made in writing. Cancellation and modification charges depend on when we receive your written cancellation notice:

**30 or more days before the event start date:** we will charge 10% of fees.

**29 to 8 calendar days before the event start date:** we will charge 50% of fees.

**7 calendar days or fewer before the course start date:** we will charge 100% of fees.

### 4. Data Protection

We will securely store your details in line with GDPR and our Data Protection Policy for purpose of organising and delivering the events activities that you have booked with us. For details about our Data Protection Policy or for further information please contact us at [team@outspokencycles.co.uk](mailto:team@outspokencycles.co.uk).