# TERMS & CONDITIONS

## TOUR OPERATOR INFORMATION

Tour Operator: Big Bike Tours (Thailand) Ltd., Part.
Association of Thailand (TAT License 21-00758)
Website: www.bigbiketours.com
Contact: info@bigbiketours.com
Address: 134 Ragang Rd, Chang Khlan, 50100 Chiang Mai, THAILAND
Google Map: https://maps.app.goo.gl/mzcjvJtzupf4umFS9
Tel.: +66 801-272-595 (WhatsApp)

## RESERVATION, FIRST PAYMENT, FINAL PAYMENT

1. All tours are to be reserved and confirmed by email, establishing a binding agreement between the tour participant(s) and Big Bike Tours as the tour operator.
2. A reservation shall not be formally confirmed until 10% (or 25% for international tours) of the amount payable is received as a down payment into Big Bike Tours bank accounts (see here under) .
3. The remaining percent of the amount payable should be received in Big Bike Tours bank account (see here under) no later than 30 days (or 60 days for international tours) before the tour starts. Failure to pay the balance on time will result in a termination of service. Big Bike Tours is not obliged to refund the down payment.

## BOOKING AND CANCELLATION POLICY

Provisional Tour booking requires a specific date, choice of motorcycle model, and a minimum 10% deposit (or 25% for international tours) paid immediately. A deposit will be fully refunded for tour cancellations more than 30 days before the tour starts (excluding bank charges or any other costs incurred in the transfer).
A deposit is non-refundable if the booking is canceled less than 30 days before the starting date of the hire. The full hire fee is to be paid 30 days before the Tour start date, for the booking to be confirmed. If the guest does not commit to payment 30 days before the Tour start date, the booking may be canceled.

***Big Bike Tours Tour Cancellations will incur the following charges:***
30 Days to 15 Days 25% of the Tour price
14 Days to 8 Days 50% of the Tour price
7 Days or less 100% of the Tour price

***If Big Bike Tours cancels your booking***
Big Bike Tours may cancel your trip only when we have notified you of the minimum number of participants required for a certain tour at the time of your booking AND in case of Force Majeure (see here under) AND in case we do not receive your down payment within the stipulated period (see above) In case Big Bike Tours must cancel, we will notify you as follows:

More than 10 Day Tours: Notice of cancellation 45 days before tour start
Between 3 and 10 Day Tours: Notice of cancellation 30 days before tour start

Big Bike Tours reserves the right to cancel your tour under any and all circumstances. If Big Bike Tours cancels your trip, you can either have a full refund of your payments up to the cancellation date, OR you can accept an alternative tour of equivalent or similar standard and price, IF we are in a position to offer you one. Should you choose the latter option,the terms and conditions of your tour will remain unchanged and be applicable to your booking. Big Bike Tours will refund the difference in price if the alternative tour is of a lower standard and/or price. Big Bike Tours will not cancel your trip less than six weeks before you enter Thailand, unless the cancellation is due to one of the events or conditions as described hereunder, in “Force Majeure”.

*Force Majeure*
Force Majeure includes - but is not limited to - war, threat of war, widespread public riots/ civil disturbances, terrorist activity and its direct results/consequences, industrial disputes, regime change, failure to secure relevant flying rights, natural and nuclear disasters,
fire, epidemics/ pandemics, unavoidable and/or unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; closed or congested airports or ports, hurricanes, blizzards and suchlike restrictive, severe weather conditions.

**BIG BIKE TOURS BANK ACCOUNT DETAILS**
Bank: Kasikorn Public Company Limited
Account Name: Big Bike Tours (Thailand) Ltd., Part.
Account Number: 862-2-17793-6
Swift/BIC: KASITHBKXXX
Bank branch and address: Big C Chiangmai 2 Branch, 1st FL, Big C Chiangmai, 94 Moo 4 Chiangmai-Lampang Road, SubDistrict NongPakhrang, District Mueang, Province Chiang Mai 50000

**LICENSES**
All motorcycle riders must have a valid motorcycle license, have had already the license for 2 years or more, and must be over 21 years old. The guest will be required to produce their original driver's license and passport before commencing the tour.

**LIABILITY**
Big Bike Tours makes every effort to safeguard our clients, we cannot be held responsible for personal injury or loss due to events that are beyond our control. Participants should note that motorcycle travel involves a higher-than-normal risk and a signed release is required by Big Bike Tours from all motorcycle riders and passengers before the tour commences. Big Bike Tours do not guarantee pick-up or drop-off times and are not liable for passengers connecting to flights, trains, etc. Big Bike Tours accepts no responsibility for loss or damage to personal belongings or baggage.

**TRAFFIC FINES**
On completion of the tour, all speeding tickets, camera speeding fines, parking fines, or any other traffic will be paid by Big Bike Tours.

**MOTORCYCLE SAFE RIDING CONDITIONS**
Big Bike Tours wishes to maintain the highest standards of safety to ensure the well-being of our guests. We therefore only ride the motorcycles in conditions where there is full visibility during daylight hours, and when vision is not impaired by heavy rain. Motorcycles may only be ridden from sunrise to sunset. Only in the case of a late arrival may Big Bike Tours motorcycles be ridden, and at reduced speed to reach the next destination. When rainfall occurs, speed must be reduced to a sensible, safe wet road surface handling speed based on the rider's skill until the nearest shelter is reached.

**ITINERARY DISCLAIMER**
Big Bike Tours itineraries may change as we make improvements to our tours. Our brochures are updated when tour itineraries change or the need arises. Big Bike Tours reserves the right to amend the tour route due to roadworks, weather conditions, or our new research information on routes. No refunds will be given due to any route change.

**MOTORCYCLE PROTECTIVE GEAR**
Big Bike Tours strongly recommends that all protective clothing be worn. Big Bike Tours provides all motorcycle protective gear. If you require any special-size clothing, it would be preferable to bring protective clothing with you. In Thailand motorcycle helmets are compulsory, and boots, protective clothing, and gloves for riders and passengers are strongly advised.

**MEALS AND ALCOHOL**
Big Bike Tours provides breakfast at the hotel, normally an international buffet, and lunch & dinner at a restaurant during the day tour, normally Thai food. If you have any specific dietary requirements, please inform us when booking so we can make the appropriate arrangements for you. The Companion vehicle always carries cool bottled water and cool refresher towels. Snacks can be purchased during stops. Big Bike Tours does not provide any alcohol on Tour and does not allow any alcohol consumption during the day while motorcycles are in use. Guests may consume alcohol in the evening when the motorcycles are not in use.

**TOUR GROUP SIZE**
Tour may commence with not less than 2 riders. If a tour has fewer than 4 participants booked, a support truck may not be available. However, we will provide panniers with inlays and top boxes, allowing you to carry your luggage comfortably on your bike. Additionally, there will be extra space on the tour guide's motorcycle. Any luggage you don't need during the tour can be safely stored at our office.

**TRANSFERS**
Big Bike Tours will collect you from the airport, hotel, or your accommodation, at the beginning of the tour. This service will be not available for self-guided tours.

**FUEL**
All fuel is supplied by Big Bike Tours on all our guided tours.

**DAMAGE OR TECHNICAL FAILURES**
Any damage or mechanical or electrical failure on any Big Bike Tours motorcycle must be reported to the tour leader immediately. Included in the tour price is standard motorcycle damage insurance which covers you for incidental damages. You will be liable for the first 1,000 USD in any claim and the event of a write-off (never happened yet) you will be liable for 5,000 USD. We do offer an upgrade to this insurance bringing the liability down to 300 USD and 1,500 USD respectively if you wish to upgrade it (30 USD per bike and day). Please note this is only applicable to tours within Thailand.

**CLOTHING AND THAI SEASONS**
Casual clothing is used everywhere, except when visiting temples, where short pants and skirts are not traditionally acceptable. The 3 seasons in Thailand are winter, rainy (green) season, and summer.
WINTER – from October to February: With such a great destination to take a motorbike tour from October to February. This is the best time to ride Motorbikes in Northern Thailand with warm temperatures, clear blue skies, sun, hardly any rain, and forests alive with fresh, lush greenery from the recent monsoon season. Most of our motorbike pictures on this website were taken this time of the year!
SUMMER – from March to June: Northern Thailand is without a doubt the premier destination to ride motorcycles in Asia. So it is best to choose the time of the year when you will get maximum enjoyment from the country. However, please be informed that March and April are the hottest months of the year. Temperatures can be up to 40 degrees at this time ("Hot Session"). Mai and June the temperatures follow down to pleasantly 30 degrees with a big riding fun guarantee.
RAINY (GREEN) SEASON – from July to October: This time of the year will add great adventure to your motorbike tour! Unlike the south of Thailand, the Northern regions only have one monsoon season, and it continues for an incredible 4 months, but it is not as bad as it sounds. We called it the "Green Season"! It doesn't rain every day but when it does, so our guide below indicates the best time to ride in the monsoon season in North Thailand.

Signature (Big Bike Tours) _____

Signature (Customer) _____