

Biking Ethiopia is a Danish Company

Biking Ethiopia is part of Visit Ethiopia DK, registered in the Danish Central Business Register at Virk.dk. Biking Ethiopia is operating under Danish Law.

Cancellation by Biking Ethiopia

Biking Ethiopia may cancel a tour if we do not reach the minimum number of participants needed to run it. Please find the relevant number of participants in Group Size under Tour Facts on our web site. In case of cancellation the paid amount will be refunded to the participants original payment method without delay. In case of cancellation Biking Ethiopia is obliged to notify all participants by e-mail at least 14 days before the scheduled tour start.

Changing Itinerary

It is essential that we reach our destination no later than late afternoon on the last scheduled biking day. Although the itinerary is realistic and accomplishable, Biking Ethiopia reserves the right to change an itinerary if conditions outside our span of control, such as bad weather, force us to do so.

Registration

Registration for a tour with Biking Ethiopia is done by filling out the registration form on our web site. By completing your registration, you accept our terms and conditions. We confirm your participation after receiving your registration. Your data are confidential and will not be shared with any other party.

Payment

We confirm your participation upon registration and subsequently send you payment details. For participants from outside Denmark, we invoice you through TransferWise. Participants from Denmark may pay through regular bank transfer. Please complete payments within one week to keep your seat. Payments of the full amount made upon registration minimum 40 days ahead of tour start releases a discount of Euro 75. Alternatively, payment can be completed in three instalments:

- First instalment 40% upon registration
- Second instalment 30% no later than 30 days before tour start
- Third instalment 30% no later than 14 days upon tour start

If you register within 30 days of tour start and you choose to pay in instalments, please complete payment of both first and second instalment upon registration. If registering within 14 days of tour start please pay the full amount.

Cancellation

We reserve you the right to cancel your participation in our tours. Cancellation must be made in writing to info@bikingethiopia.com. You will receive a confirmation of the cancellation, and the refund process will be initiated according to Biking Ethiopia's refund terms below. For cancellation, please include the following information:

- your name
- your email (both as stated in your tour registration).

Refund

For cancellation by individually registered, non-group participants made:

- more than 60 days prior to tour start we refund 75 % of the paid amount
- 30 to 60 days prior to tour start we refund 50 % of the paid amount
- from 10 to 30 days prior to tour start we refund 25 % of the paid amount
- less than 10 days prior to tour start we make no refund of the paid amount

The refund will be made to the original payment method. Any transaction cost related to the refund is covered by you.

What's Included in the Price

Please refer to the tour description on our web site for details on what is and is not included in the price.

Group Discount

Group discount is offered when groups of 12 or more participants sign up for a tour together. When registering 12 or more participants we offer you an additional seat for free. Please note, the discount is for one additional participant and INCLUDES transfers, accommodation, food, service car, leisure day-tours, and evening programs. On tours where domestic flight is part of the tour package, the group discount does NOT INCLUDE domestic flight with odd-size luggage. Like the tour package a group discount also does not include international flight, insurance and visa. To register groups, please send us an e-mail before signing up. If cancelling participants

from a group that has released a group discount, and the total number of paying participants ends up being less than 12, the group discount is annulled. For cancellations made by a group, whose registration has released a group discount, the refund follows the refund terms above, ONLY for as long as the remaining number of paying participants from the group is 12 or more. Consequently, cancelling one seat in a group of 13 participants, that has been given a group discount, will NOT release a refund. Alternatively, that participant may be replaced by another participant at no additional cost. For such changes, please let us know as soon as possible.

Single Supplement

Biking Ethiopia charges no single room supplement. In the cities, availability of single rooms should be plentiful. In more remote towns, however, the number of rooms may be limited. Consequently, in certain places participants *may* be asked to share rooms. We will try, as much as possible, to accommodate individual requests regarding single rooms. But if the availability of hotels and guest houses in a town is limited, and we therefore cannot accommodate such wishes, participants should be prepared to share a room for a night. In such cases, Biking Ethiopia will not accept a refund request.

Participation at Own Risk

We insist and emphasize, that your participation in our tours is entirely at your own risk. Biking Ethiopia will not be held legally or financially responsible for any illness or injury that incurs among participants or for any medical treatment, evacuation or home transport related to such. We will do everything we can to make your trip as safe and enjoyable as possible. And in the unexpected case of illness or injury we will support you in every way we can.

Insurance

Travel insurance is not included in the tour price. We appeal to our participants to take out an insurance policy that fully covers the participant throughout the tour. Prior to tour start we kindly ask for a confirmation for a valid travel insurance which should cover medical treatment, transport and hospitalization inside Ethiopia and evacuation / home-transport. If you fail to produce such documentation before tour start, we will recommend that you do not bike the tour.

Disclaimer: Before tour start all participants are required to sign a disclaimer. This will state that participation in the relevant tour with Biking Ethiopia is voluntary and entirely at the responsibility of the participant him- or herself, that the participant has a full medical insurance including home-transport valid for Ethiopia, and that Biking Ethiopia will not be held accountable neither for any illness to or accident involving the participant nor for damages to or loss of participants bicycles.

Validity of Passport

It is the responsibility of each participant to ensure that their passport is valid for a minimum of six months upon entering Ethiopia. Biking Ethiopia cannot be held responsible for participants being rejected in customs, neither due to invalid passports nor for incorrect communication of personal data, including name and passport number to Biking Ethiopia.

Communication of Data and International Flight Information

For Biking Ethiopia to book your domestic flight(s), it is a prerequisite that you provide us with your international flight details in good time. Any such miscommunication by participants will be at his/her own expense. Biking Ethiopia will not be held responsible for participants being rejected at the airport or seats sold out on domestic flights due to wrong or late information by participants.

Arriving in Time for Tour Start

It is the responsibility of all participants to be in Addis Ababa in time for tour start. Biking Ethiopia cannot be held responsible for any participant's delay. If you are late for tour start you will be offered individual transportation to catch up with the group. Such transportation is at the expense of the participant. Not making use of the first night included in the tour price does not automatically release a refund. If communicated to us by e-mail at least 14 days in advance, we will try to get a refund for you from the hotel.

Visa

It is participants own responsibility to obtain visa for Ethiopia. Visa is not included in the tour price. Visitors from certain countries can [apply for e-visa](#) or obtain a one-month tourist visa upon arrival in Addis Ababa's Bole International Airport. In March 2017, the price for a one-month tourist visa upon arrival was US 50 and could at that time be paid in cash foreign currency only. Alternatively, a visa can be obtained through an Ethiopian Embassy. Please observe, that Ethiopian visa requirements and prices are [subject to change](#). For official information, please refer to the nearest Ethiopian Embassy.

Illness

The most common illnesses contracted by tourists in Ethiopia are:

- bacterial gastro-enteritis, bacterial infection of the gastro-intestinal area and
- amebiasis, amoeba infection of the gastro-intestinal area.

For details related to treatment of common illnesses, please consult your doctor. In case of illness participants can ride in our support vehicle and consult qualified doctors in the cities we pass through.

Vaccinations

For vaccinations, please consult your doctor.

Malaria

Malaria may occur. For details, please consult your doctor. Please observe, that some tours are mostly over 2.000 meters in the dry season, where frequency of malaria is significantly reduced.

Bicycles

Participants must bring their own bicycles. Odd-size luggage on international flight is not included in the tour price. Biking Ethiopia has no extra bicycles to offer. Biking Ethiopia will provide a variety of good standard spare parts, which participants can purchase from us. We also bring a set of tools. If your bike needs specially fitted parts and tools, we recommend that you bring them yourself. It cannot be expected to find spare parts of the relevant calibre in Ethiopia. Maintaining your bicycle during the tour is entirely your own responsibility. Our bike mechanic will assist as much as possible, but participants hold the responsibility for maintaining their own bikes. At night, we offer to lock up the bicycles securely, either in the service vehicle inside the hotel compound with a local guard or inside a secure room at the hotel. Alternatively, participants may choose to store their bicycle in their hotel room. Biking Ethiopia will not be held responsible for any damage to or accidents with your bike. Neither will we be held responsible for any loss of bicycles throughout the tour. In the event of any such incidents, the participants own insurance must cover the loss.

Standard of Accommodation

The standard of hotels and rooms will vary from good to simple. Biking Ethiopia cannot accommodate complaints over different standards of rooms. We drive in the countryside and many towns are in the less touristy highlands. Consequently, some days the choice of hotels is limited. In case of a simple hotel one day we seek to compensate by a higher standard hotel the following day(s). All hotels will have clean sheets, towels and will provide (some kind of) shower.

Food

Outside Addis and Mekele, most restaurants will be local and so the choice of international dishes is equally limited. However, Ethiopian food is tasty. And we will work to ensure that pasta, potatoes and rice with both vegetarian side dishes and meat is available. Due to the directions of the Christian Orthodox fasting tradition, however, mostly vegan food is available on Wednesdays and Fridays.

Service Car

Throughout the tour there will be a service car following the bikers. The car will carry our luggage and will have room for participants to join with their bicycles.

Airport Transfer

Please allow us to arrange your timely transfer from Bole Int. Airport to the hotel in Addis Ababa by informing us well in advance of your flight number and flight arrival time. You will be met and greeted at Bole Int. Airport by our local representative and from there transported directly to the hotel in Addis Ababa. If you fail to provide us with your arrival information minimum 3 days in advance, getting to the hotel will be your own responsibility and at your own expense.

Hotel Check-In

Please note that one night prior to tour start is included in the tour price. However, no meals are included on the pre-day(s). Check-in at the hotel is from 2:00 PM. If you require the room earlier, we can possibly arrange an early check-in. Alternatively, we can book you an extra night or a 'red-eye' at your own expense. Please let us know well in advance to secure your room.

Pre-Day

There is no scheduled program on the pre-day. A city tour can be arranged. Price for a four-hour day tour including lunch is US\$ 40 per person (alcoholic drinks not included). Price for a four-hour late afternoon tour including dinner is US\$ 55 per person (alcoholic drinks not included).