

Motorcycle Holiday Tours & Training.

Booking Confirmation and Payments

At ATSquared we realise how important your holiday's are, and we acknowledge our responsibility to thoroughly prepare for your trip by carefully selecting transport companies, hotels and other service providers to maximise every aspect of your holiday experience, and to make sure that our trips are in accordance with details described on our website and in our promotional literature. BUT, things can go wrong, and as such we ask you to carefully read our Terms & Condition below, and sign our Booking Form agreeing to be bound by said Terms and Conditions.

Booking Procedure

Places on our trips are limited, and all bookings are accepted on a first come, first served, basis. We ask for a £250.00 deposit per booking for the Tours or £250 + £139 for the Training. The additional £139 is for the IAM membership and test fee that has to be paid to the IAM prior to the course. Please completed the appropriate Booking Form via the ATSquared web site. Cheques should be made payable to ATSquared, or you can send payment to us by Bank Transfer to our ATSquared Client Deposit Accounts at Barclays Bank PLC (details below). Payments may also be made using Barclays Pingit via your mobile, please contact us for details. If bookings arrive in numbers greater than we can cater for we reserve the right to refuse a booking and return any deposits paid in full. We will send a confirmation to you acknowledging your booking and receipt of the deposit and invoice for the full cost of the trip, less the deposit. We ask you to pay the balance at least 12 weeks before the date of the holiday/training. Late bookings, within one month of the shipping date for Tours, will only be accepted together with payment in full.

Many of our operating costs for the Tours are based on Euro's, but as our sales prices are quoted in GBP, we are obliged to reserve the right to apply a currency adjustment surcharge should Sterling devalue more than 3% against the Euro, based on the date of our invoice.

Payment Protection

All holiday companies who provide two or more elements in a 'packaged' holiday, such as hotels, airport transfers etc., are legally obliged to hold payments received from customers in a Client Trust or Deposit Account. This allows any such money to be protected should the tour company cease trading whilst holding the customers funds. As such, all your payments are held in our ATSquared Client Deposit Account, as detailed above, until we pay the third party service providers. ATSquared do not include flights in our packages, and thus we are not ATOL registered.

Cancellation Policy

If you cancel your Tour booking with us up to 12 weeks before a trip your deposit will be returned in full, less a £10.00 administration charge. If you cancel a Training course up to 12 weeks before the start of the training, we will refund the £250 less a £10.00 administration charge, the £139 IAM membership fee cannot be refunded however, you will remain an IAM member for 12 months and your test is also paid.

Cancellations after 12 weeks prior to the departure/shipping date cannot be refunded, as by then we will have already paid all the service providers (transport & hotels) in advance.

If ATSquared must cancel a trip due to an accident or illness preventing the organisers from attending, or if we receive insufficient bookings to make a trip viable, we reserve the right to cancel the trip. In the unlikely event of cancellation, we will refund all monies paid in full, or alternatively offer customers places on alternative trips. Unfortunately, though, we cannot accept any liability for consequential costs incurred by customers in the event of a cancellation.

If a customer decides that he/she want to leave a trip before the end, for whatever reason, no refunds will be repaid on any unused elements of the trip.

Motorcycle & Luggage Transport

In order to legally comply with international transport regulations, motor vehicles transported on trailers travelling on ferries cannot carry more than one quarter of a tank of petrol, therefore we ask our customers to deliver their motorcycles into our care with only a residual amount of fuel left in the tank, ideally run down to the reserve level. The same of course applies to the return journey. In agreeing to our Terms & Conditions, you are confirming that you have checked that the fuel tank on your motorcycle is less than 25% full when it is dropped off with us, and that the engine, gearbox and fuel tank show no signs of leakage, and that you have inspected the motorcycle battery, it is firmly anchored in position, with no loose battery leads that might result in an accidental activation or short circuit. Our first stop at the other side will be to re-fuel the bikes.

Delivery and collection of your motorcycle and riding gear at the agreed drop off points in the UK, personal transportation to and from the UK airport and car parking at the airport are the responsibility of individual customers.

Should your motorcycle be delayed in transit due to reasons beyond our control, such as mechanical breakdown, industrial action en-route to the destination, or for any other reason that would constitute a Force Majeure, or Act of God, ATSquared accepts no responsibility for this and will not pay any compensation or contribute towards any consequential costs incurred as a result of the delayed arrival.

If the owner notices any damage to their motorcycle upon arrival in the collection depot they should sign a delivery note making reference to the damage, and take photographs. The damage must be brought to the attention of the trip organisers, both verbally and in writing as soon as possible. In the unlikely event of a motorcycle being damaged in transit, to an extent that it is not roadworthy, ATSquared will assist the owner to find a local garage to carry out any repair work. Owners would in the first instance have to pay for any repair work carried out themselves, and send copies of receipts to ATSquared for insurance purposes, please see below paragraph concerning insurance

Limited Liability

You travel on ATSquared trips entirely at your our risk, and on the understanding that ATSquared staff and/or any Motorcycle Dealer, Manufacturers, Clubs or Groups with whom we work, accept no liability whatsoever for any personal injuries, fatalities, damage or loss of property during the trip. If you choose to participate in any activities arranged by ATSquared, or one of our partners, during a trip, such as ride-out's or track days, whether gratuitous or otherwise, it is your responsibility to ride in accordance of the law of the land when on the public roads and to obey the speed limits, even if the lead rider does not always do so.

ATSquared - Terms & Conditions of Trading



Our Partners; Motorcycle Dealers, Manufacturers, Motorcycle Clubs, Societies and Groups etc., who promote trips on our behalf, and book places for their customers or members, do so in good faith, and take no responsibility for the accuracy of the trips described by ATSquared, neither do they accept any personal or corporate liability whatsoever for any element of the trips.

Insurance

ATSquared does not provide any roadside assistance or motorcycle recovery services and will not repatriate damaged motorcycles or persons. We strongly recommend that customers arrange their own emergency, accident and breakdown insurance for their motorcycles, and medical insurance for the rider and pillion, covering repatriation in the event of illness or accident. Customers should also ensure that they bring with them an EHIC (European Health Insurance Card) formerly known as an E111.

Transporting of motorcycles by overland trailer does not invalidate your own motorcycle insurance cover, but ATSquared via its shipper has supplementary Goods in Transit Marine Insurance on your behalf, up to a maximum value of £30,000 per individual booking (with an excess of £500.00), to cover your motorcycle and riding gear whilst they are in transit between the U.K. and the foreign destination and on the return leg, where applicable. Additional cover can be arranged upon receipt of a written request and at an extra cost. The standard insurance premium is included in the cost of the return motorcycle transport or package price. In the unlikely event that your motorcycle is stolen, damaged or otherwise rendered unusable whilst in the care of the freight forwarder, neither they, ATSquared, or any companies or individuals associated with arranging the holiday will accept liability to refund or pay compensation to individuals for any consequential expenditure or losses incurred in association with the holiday, over and above the insured amount mentioned above which only applies to damage and/or theft of motorcycles and luggage whilst in our care.

Changes in the Itinerary

If the itinerary has to be changed, perhaps because airlines cancel or re-schedule flight times, or for other reasons beyond our control, ATSquared will try to re-arrange the services that we provide to accommodate these changes, but we will not reimburse customers for any additional costs that they may incur as a result of any such changes.

Brexit

If a situation arises leading up to or following Brexit that impacts the delivery of vehicles or travellers that could not be reasonably planned for ATSquared or its Partners will not be held responsible or liable for any costs associated with the delay of either.

Terms & Conditions

If any of these terms and conditions should be determined to be illegal, invalid or otherwise unenforceable, it shall be severed and deleted from the terms and conditions and the remaining terms and conditions shall survive, remain in full force and effect and continue to be binding and enforceable.

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Complaints procedure

If you are dissatisfied with any element of the trip you should bring any complaints to the attention of the trip organiser who will try to take immediate corrective action. For any serious complaints that were not dealt with to your satisfaction during the trip, please write to ATSquared at the address below, or send an email to martyn@atsquared.co.uk

Bank Account Details

Barclays Bank PLC

AT Squared Tours

Client account number 93186881

Sort 20-55-41

AT Squared Training

Client account number 40316946

Sort 20-55-41

ATSquared, The Old Dairy, Mewith, High Bentham, North Yorkshire. LA2 7AU Emails:
complaints@atsquared.co.uk. Martyn Hanson 07971 131456 or Mike Stainsby 07975 902808