



All the Basics – CycleCanada Practices and Policies

WHEN RIDING, YOU ONLY CARRY WHAT YOU NEED FOR THE DAY — TYPICALLY THAT MEANS MUNCHIES, CAMERA, ON-THE-ROAD TOOL KIT AND A RAIN SHELL OR OTHER CLOTHES FOR POSSIBLE WEATHER CHANGES.

OUR PLEDGE TO YOU: Participants in our events have a right to expect that Cycle Canada, as organizers, and its staff will make all reasonable efforts to ensure that riders complete their ride and are enriched by the cycling experience. We hope that each rider will find companionship in, and be tolerant of, other members of the group and help to make the trip a memorable and positive experience for all riders.

CROSS-COUNTRY TRIPS: Tour du Canada and Tour TransCanada have unique arrangements because of the length and intensity of the rides. Specific practices and policies apply to these trips. Please contact us for details.

CYCLECANADA SERIES: Tour Arctic, Tour Pacific and Tour Atlantic are expedition-style trips. Icefields Parkway is a segment of Tour Pacific. Cabot Trail is a segment of Tour Atlantic. Accommodation is mainly camping. Each of the core trips in this series begins with an afternoon orientation. Each of the trips concludes with a group dinner. Indoor accommodation on the first night of Tour Arctic and Tour Atlantic is included but riders are on their own for dinner. On Tour Pacific camping accommodation and dinner on the first night are included.

DISCOVER YOUR ROUTES SERIES: The BiQue Ride, The By-Cycle Ride, Fall Colours, Niagara Vineyards, Tour Vert and Voyageur Route are one-week trips and indoor accommodation is included. Breakfasts are included on riding days and on each of these trips we host one dinner. Accommodation on the first night is included, except for the The BiQue Ride. Accommodation on the last riding day is included on all of these trips. On The BiQue Ride there is a rest day mid-trip. Other trips are five consecutive riding days. On The BiQue Ride and The By-Cycle a return trip to the start point is optional. On Tour Vert and Voyageur Route return of rider bikes to the start is optional.

CAMPING ACCOMMODATION: On camping trips, riders bring their own bedrolls and tents. If you do not have a tent, we have tents that can be rented for the duration of a trip (conditions apply). Camping facilities include private campgrounds, provincial or federal parks and in some cases special arrangements with community groups. We look for camping accommodation with hot showers but there are some locations where that is not possible. On Tour Pacific and Tour Arctic we stay at some wilderness locations with no running water or power.

INDOOR ACCOMMODATION: Single accommodation is available for an additional fee. Where fees are based on double accommodation, we reserve the right to put three to a room if we have an odd number of either gender. We may need to have mixed gender room arrangements in university, hostel or ferry cabin accommodations. We try to match solo riders with someone of the same gender. If we are unable to find you a partner, or if the partner cancels, we will need to assess a single supplement. For all accommodation types, washroom facilities may be shared. On Tour Pacific and Tour Arctic some nights are in hostels or on vessels with dormitory accommodation and it may be necessary to accommodate mixed genders in the same dormitory.

MEALS: On camping trips, breakfasts and dinners are provided on riding days, including the final riding day. Staff prepare meals from our mobile galley except that Tour du Canada riders share in galley duty. Meal plans stress a high-carbohydrate diet that active people need. We make every effort to accommodate vegetarians. Riders should bring a mess kit. On camping trips, riders are on their own for meals on rest days. Tour du Canada and Tour TransCanada are special situations. On indoor trips, we provide breakfasts on most riding days and riders are on their own for lunches and dinners, except that we provide one group dinner during the ride.

THE ORGANIZERS: CycleCanada events and Tour du Canada are organized by Cycle Canada, The Veloforce Corporation, which is owned by Bud Jorgensen. He is a long-time recreational cyclist and founder of Tour du Canada. Our off-season base is at Alliston, Ontario, which is about midway between Toronto and vacation destinations along Georgian Bay.

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PAYMENT OF FEES: Payment in full is due within 30 days of the start of a trip, except it is 90 days for cross-country trips, including Tour Arctic. If payment is not received by the due date, Cycle Canada reserves the right to cancel a registration and the refund policy will apply. We accept Canadian dollar cheques up to 30 days before an event starts. Late payments must be by cash, money order or credit card. Credit card payments are in Canadian funds.

CANCELLATION AND REFUNDS: This policy applies to Cycle Canada events. For Tour du Canada, see the statement of policies specific to that event. Cancellations must be made in writing and must come from the participant or a person legally entitled to act on the participant's behalf.

- Deposits for Cycle Canada events are not refundable or transferrable to another person.
- For cancellations more than 30 days before the final payment due date, an administration fee of 50% of the original deposit amount will be assessed. The balance of the deposit will be transferred to an event in the following year.
- For cancellation during the 30-day period prior to the final payment due date, an administration fee equal to the deposit amount will be assessed.
- For cancellations after the final payment due date for all events except Southern Ontario Century Ride (SOCR), an administration fee of 50% of the total trip fee will be assessed and the remaining amount will be transferred to an event in the following year. For SOCR, there will be no refunds for cancellations within 30 days of the start date.
- For cancellations after the start of an event, there will be no refunds.
- Cycle Canada reserves the right to cancel a registration if final payment is not received by the due date.

EVENT CANCELLATION: Organizers reserve the right to cancel a Cycle Canada ride or Tour du Canada for any reason at any time prior to departure. In such case all funds paid will be refunded. If an event is cancelled, the organizers are not responsible for additional expenses, such as travel costs. Where Cycle Canada decides it is not feasible, practical or advisable to continue with an event as scheduled, Cycle Canada reserves the right, at its sole discretion, to cancel or reroute an event under its management, or any part of an event. Cycle Canada shall not be liable for failure to perform any obligation nor be responsible for any damage resulting from delay or termination of an event by causes beyond its reasonable control.

INSURANCE: Cycle Canada recommends that participants obtain travel, cancellation and personal property insurance.

GROUP SIZE: We believe you will enjoy a cycling trip more in groups where you get to know other riders. For that reason, we limit group size. Limits vary, depending on the trip.

ORIENTATION: Before each trip, we hold an orientation session to discuss our practices and what you can expect on the ride. We believe the time spent at the orientation session is a valuable part of the trip.

VEHICLE SUPPORT: Vehicles carry personal gear. We do not have on-road cycling staff. Riders are encouraged to ride all the way. We make every effort to ensure that no one is left stranded but there may be situations where riders need to rely on third-party transportation at their own cost.

TRAVEL, LUGGAGE AND BIKE BOXES: Riders are on their own for travel arrangements to reach an assembly point. Where transport by bus or train is arranged, bike transport is included. Sports bags instead of standard luggage are recommended for longer trips. We cannot carry hard-shell bike boxes but we will transport bike boxes that fold flat.

COMMUNICATIONS: We provide a communication system that allows us to assist with problems as necessary. Drivers do not carry mobile phones to communicate with riders. A mobile phone can be a dangerous distraction for drivers when driving.

ROUTE MAPS: We provide daily route sheets and/or maps for cyclists on our events. We do not routinely sign routes. We believe that riders should share the responsibility for traveling as cycle tourists.

PART WAY / ALL THE WAY: We encourage riders to join our trips for the full ride. But you can ride part of a trip, except Tour du Canada. Generally, special provisions to ride a segment of a trip must be made in advance.

SPONSORSHIP: From time to time we get queries from people who want to associate their ride with a charitable or for-profit organization. We do not permit for-profit sponsorships. We do recognize that charitable pursuits are important and we may allow sponsorship for charitable purposes. Riders with such plans must contact us in advance. We do insist that trademarked names or copyright material not be used in association with sponsorship or fundraising activities, except where expressly authorized in writing by Cycle Canada.

PRIVACY: Our policy is that if you contact us with your name, address and any other personal information, we will not sell, rent, trade, "partner" or distribute that information to any third party, except where required by law or as authorized by the participant in an event. Participants are expected to honour this policy.

EFFECTIVE DATE: This policy statement is in effect from October 21, 2011.