



Booking a Tour FAQ's

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Q. How do I sign up for a Black Bear Adventures bicycle tour?

A. To sign up for a Black Bear Adventures bicycle tour, call 888-339-TOUR (8687) or 843.886.9365, You can also reserve your trip with our secure online reservation form, as explained below.

Q. How much of a deposit is required to reserve my tour?

A. The deposit for all Black Bear Adventure bicycle tours is \$250 per person. Deposits may be made by check or credit card (Visa, MasterCard or American Express).

Q. How do I reserve my trip online?

A. You can get to our secure online reservation form by clicking on the "**Reservations**" link available on every web page.
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Q. When is the balance due and what method of payment do you accept?

A. The balance is due 60 days prior to the departure date of your tour and the preferred method of payment is check or money order in U.S. dollars.
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Q. What if I need to cancel my trip? What is your cancellation/transfer/refund policy?

A. Cancellations

If you must cancel your reservation, your cancellation fee will be determined according to the policy outlined below:

Number of days before tour start date

Cancellation fee per person

61 or more days
31 - 60 days
0 - 30 days

\$75 administration fee
25% of tour price
50% of tour price

Exceptions to our cancellation policy cannot be made for any reason, including weather, terrorism, civil unrest or personal emergencies. There is no refund for arriving late or leaving a trip early.

Transfers: In most cases you may transfer from one trip to another up to 60 days before trip departure without penalty, after which time our cancellation policy applies.

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Q. Does Black Bear Adventures offer travel protection insurance?

A. Black Bear Adventures doesn't offers travel protection insurance but does recommend it and has teamed with Travel Guard, <http://www.travelguard.com>, to provide it. Travel protection insurance covers trip cancellation for medical reasons, trip delay, medical expenses, accidental death, lost baggage and medical evacuation.

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Q. What responsibilities do I assume as a guest?

A. Guests are responsible for choosing a tour that is suitable for their level of experience, fitness and state of health. Advising Black Bear Adventures of any and all medical and dietary problems or restrictions. Providing Black Bear Adventures with a signed Release from Liability and Assumption of All Risks form before trip departure. Guests are responsible for showing up at the designated starting point with appropriate gear and clothing. Respecting the rights and privacy of other guests and may be asked to leave the tour if, in the opinion of the trip leader the continued participation may prove detrimental to the individual or to the well-being and enjoyment of the other guests.

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Q. What are Black Bear Adventures limitations of liability?

A. Black Bear Adventures is not liable for bodily injury or property damage as a result of (but not limited to): physical exertion for which a guest is not prepared; forces of nature; travel by plane, train, auto, boat or other conveyance, or by bicycle, foot or other form of active or adventure travel; consumption of alcoholic beverages; civil unrest; terrorism; breakdown of equipment; high altitude; lack of or limited access to medical attention in remote locations; and the adequacy of medical attention once provided. Black Bear Adventures is also not liable for: expenses (e.g., meals, transportation or hotel costs) not specified as included in the trip cost but which may be required to get to or from a trip start or end. Black Bear Adventures reserves the right to make route and hotel modifications as necessary to improve the trip's quality or to accommodate the comfort and well-being of guests. Guests grant Black Bear Adventures express permission to take photographs or make film records of its trips for promotional and commercial use, as well as approving such use by third parties with whom Black Bear Adventures may engage in joint marketing, without financial remuneration.

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Q. How can I get more information?

A. You can send us an e-mail at info@blackbearadventures.com, or call us at 888-339-TOUR (8687).

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