

Policies

1. Minimum and Maximum Participants

- The minimum number of participants required for the expedition to operate is 6.
- For the 2026 season, the maximum group size is 8 participants.
- We aim to expand our capacity to serve up to 15 participants in future seasons.

If the minimum number is not met 30 days before the start date, we reserve the right to cancel the trip and issue a full refund of all payments made.

2. Booking and Payment

To secure your spot, a 50% deposit of the total tour cost per participant is required at the time of booking.

The remaining 50% balance can be paid at any time, but must be settled before the start date of the expedition.

Payments can be made by bank transfer, credit card, or other available methods specified at the time of booking.

3. Cancellations and Refunds

By the Participant:

- Cancellations made 90 days or more before the start date: Full refund minus any transaction fees.
- Cancellations made 60–89 days before the start date: 50% of the total trip cost will be refunded.
- Cancellations made less than 60 days before the start date: No refund will be issued.

By the Organizer:

If we must cancel the trip (for example, due to insufficient participants), you will receive a full refund of all payments made.

We are not responsible for additional expenses incurred by participants, such as non-refundable flights or personal travel arrangements.

4. Unforeseen Circumstances and Weather

Cycling in the Andes involves exposure to changing and sometimes extreme weather conditions.

While we make every effort to operate as scheduled, we may modify the itinerary, routes, or accommodations if necessary for safety reasons.

These adjustments do not entitle participants to a refund.

5. Safety and Responsibilities

- All participants must wear a helmet while riding.
- Participants are expected to follow the guide's instructions at all times for their own safety and the safety of the group.
- You are responsible for your personal belongings throughout the expedition.
- We strongly recommend personal travel insurance that covers medical emergencies, trip cancellations, and evacuation if needed.

6. Health and Fitness Requirements

This expedition is designed for experienced cyclists in good physical condition.

Daily distances and terrain vary, including both paved and gravel sections.

If you have any medical conditions or mobility concerns, please inform us in advance.

7. Participant Conduct

We promote a respectful and collaborative environment. All participants are expected to:

- Treat fellow travelers, guides, and local communities with courtesy and respect.
- Show care for the environment by minimizing waste, protecting wildlife, and following Leave No Trace principles.
- Respect local customs, traditions, and property along the route.

Behavior that endangers the safety, comfort, or enjoyment of others—or that negatively impacts the environment or local communities—will not be tolerated and may result in removal from the trip without refund.