

Panache! General Terms & Conditions (English Version)

1. Booking & Confirmation

After receiving your registration form, one of two situations may occur:

1. Availability Confirmed – If the selected weekend is available, your booking will be confirmed by email within two working days. You will also receive an additional registration form. Panache! will remain in contact with you to organise the weekend and you may receive the invoice by email. The full amount must be paid no later than 16 days before departure.
2. Unavailable Weekend – If the selected weekend is unavailable due to group size, Panache! will propose an alternative within two working days.

2. Accuracy of Information

Panache! takes great care in providing accurate prices and weekend descriptions. However, inaccuracies may occur. Upon discovery, these will be corrected as soon as possible.

Note: Travel prices are based on the costs, exchange rates, and taxes known at the time the programme was prepared. A cycling weekend consists of multiple interdependent components — such as transport, accommodation, equipment, and guidance — and relies on several external partners. Cycling weekends may involve circumstances different from those at home (accommodation, food, weather, road quality, local norms). Certain risks cannot reasonably be excluded.

3. Cancellation Conditions

3.1 Cancellation by the Traveller

If you cancel your weekend, the following cancellation fees apply:

- Up to the 14th calendar day (exclusive) before the start Friday: €25.
- From the 14th calendar day (inclusive) until the day of departure: €250.
- On or after the day of departure: 100% of the travel sum.

Note: If you have cancellation insurance and a valid cancellation reason, these costs may be reimbursed by your insurer.

3.2 Replacement Traveller

You may appoint a replacement traveller, provided certain conditions are met. Please contact Panache! for arrangements.

3.3 Cancellation by Panache!

Panache! may cancel the weekend up to 15 days before departure, if the minimum number of participants has not been reached. In this case, all payments will be refunded. Cancellation may also occur due to illness, death, extreme weather conditions, or public-order emergencies. Refunds will be issued in such situations.

4. Liability & Safety Disclaimer

Participation in Panache! cycling weekends is at the traveller's own risk. By registering, you acknowledge that:

- You are in appropriate physical condition to participate.
- Cycling inherently involves risks, including accidents or injuries.
- Panache! is not liable for injury, damage, or loss arising from participation, except in cases of proven negligence.

Travellers must comply with all safety instructions issued by guides or organisers.

5. Mandatory Insurance

It is the participant's responsibility to verify that their insurance provides adequate coverage.

6. Equipment Responsibilities

- Travellers are responsible for their personal belongings.
 - Loss, theft, or damage of personal items or rented equipment is the responsibility of the traveller.
 - Damage to Panache!-owned or rented equipment may be charged to the participant.
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7. Medical Conditions

Participants must inform Panache! in advance of any relevant medical conditions. Panache! reserves the right to deny participation if the condition could create unsafe situations.

In case of an emergency, Panache! may arrange medical assistance. Costs incurred are the traveller's responsibility unless covered by insurance.

8. Behaviour & Group Compliance

Participants must:

- Follow the instructions of guides and staff.
- Demonstrate safe and respectful behaviour.

Panache! reserves the right to remove participants who act unsafely, violate local rules, or disrupt the group. Removal does not entitle the participant to a refund.

9. Programme Changes

Panache! may modify routes, schedules, or activities when necessary for safety or organisational reasons (e.g., weather, road closures). Such changes do not entitle participants to refunds.

10. Force Majeure

If Panache! must alter or cancel part of the programme due to events beyond its control (e.g., extreme weather, natural disasters, political unrest, strikes, pandemics), Panache! will act in the best interest of participants. Refunds, vouchers, or rescheduling may apply depending on the situation.

11. Photos & Privacy

During the weekend, Panache! may take photos or videos. These may be used for marketing purposes (website, social media), unless you explicitly opt out in writing before or during the weekend.

Panache! complies with GDPR and treats all personal data confidentially.

12. Complaints Procedure

If you notice any deficiency during the weekend, you must immediately report it to Mark or Rick so corrective action can be taken.

After the weekend, written complaints may be submitted within 14 days. Panache! will respond within a reasonable timeframe.

13. Applicable Law & Jurisdiction

European law applies to all agreements between the traveller and Panache!

Panache! – Creating unforgettable cycling weekends with style and safety.