

Conditions of participation

1. Registration and conclusion of contract

1.1 With his registration, the customer offers the conclusion of the contract binding. The booking becomes binding as soon as the customer receives a confirmation of the booking from Manfred Platz Radlguide by e-mail.

2. Payment

2.1 Payment for the service will be made on the day of the tour directly before the tour in cash or in case of no-show and cancellation by bank transfer to the account specified by Radlguide without any deduction. If the customer wishes to pay on account, a fee of 10,- € is due. Vouchers will be credited.

3. Withdrawal of the customer before the start of the tour/cancellation costs

3.1 The customer can cancel the contract at any time before the tour. The cancellation can currently only be made by phone or email.

3.2 If the customer withdraws from the contract or does not come to the tour, Radlguide is entitled – as far as the withdrawal is not his responsibility or a case of force majeure exists – to an appropriate compensation for the arrangements made up to the withdrawal and his expenses instead of the total invoice price.

3.3 Radlguide has staggered this claim for compensation, i.e. taking into account the proximity of the time of withdrawal to the tour date, in a percentage ratio to the total price and has taken into account in the calculation of the compensation usually saved expenses and usually possible other uses of the service. The compensation is calculated according to the date of receipt of the customer's notice of withdrawal as follows

0% cancellation fee until 72 hours before the tour

100% cancellation fee from 72 hours before the tour or in case of no-show

3.4 Cancellation fees are due immediately.

4. Withdrawal of Radlguide

Manfred Platz can withdraw from the contract in the following cases:

- if the minimum number of participants is not reached 72 hours before the date. Unless otherwise stated, a minimum of 4 participants is required for a tour to take place.

- in the event of force majeure

- in case of sudden illness or non-appearance of a city guide

The customer will usually be informed about the cancellation via the email given at the time of registration. In case of doubt, the customer can also inform himself on the Internet by indicating the url in the reservation confirmation, whether the appointment comes about.

5. Liability

Participation in a tour is at your own risk. Minors may only participate if accompanied by a parent or guardian.

Participants are responsible for their own health to meet the requirements of the tour. Participants are responsible for their own clothing. The tour will also take place in the rain. It is your own responsibility to comply with the road traffic regulations.

6. Tour itinerary and duration

Possible deviations from the described itinerary for organizational reasons are possible, but do not affect the nature and content of the tour and do not entitle you to retain the contract amount or partial deduction. The duration of the tour depends decisively on the participants. Therefore, only a time span can be given for the duration of the tour.

7. Duty to cooperate

In case of occurring service disruptions within the scope of legal regulations, the customer and all the participants of the customer's group are obliged to avoid or minimize damages. They are obliged to immediately notify Manfred Platz Radlguide of any complaints. In particular, the participants undertake to check the functionality of the bicycles and to report any defects immediately before the start of the tour.

8. Invalidity of individual provisions

The invalidity of individual provisions of the contract shall not result in the invalidity of the entire contract.

9. Place of performance and jurisdiction

Place of performance and sole place of jurisdiction is Munich.

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