



TERMS & CONDITIONS

SLEIPNER TRAVELS SLEIPNER CIA. LTDA - TERMS AND CONDITIONS

These terms and conditions (hereinafter referred to as "Terms") govern the rental of motorcycles and participation in guided or self-guided tours (hereinafter collectively referred to as "Services") provided by Sleipner Travels Sleipner Cia. Ltda. (hereinafter referred to as "We," "Us," or "The Company") to the customer (hereinafter referred to as "You" or "The Customer"). By making a reservation and availing our Services, you acknowledge and agree to these Terms.

1. RESERVATIONS AND PAYMENTS:

- 1.1. To secure a reservation, a 50% deposit is required at the time of booking. This deposit is non-refundable from 8 weeks prior to the tour date until the date of departure, as mentioned in our FAQ section under cancellation policies.
- 1.2. Full payment for the Services is required prior to your departure.
- 1.3. ALL PAYMENTS MUST BE MADE IN THE CURRENCY SPECIFIED BY THE COMPANY.

2. RENTAL REQUIREMENTS:

- 2.1. The Customer must possess a valid motorcycle operator's license or endorsement in their home country.
- 2.2. The Customer must be 18 years of age or older to rent and operate a motorcycle.
- 2.3. A warranty voucher using a major credit card is required upon motorcycle pickup.
- 2.4. The Customer is responsible for any additional costs, such as fuel, tolls, fines, damages, etc., incurred during the rental period. (Unless included in the self-guided or guided tour specifications)

3. CANCELLATIONS AND REFUNDS:

- 3.1. All confirmed rental and tour reservations are non-refundable unless specified under our FAQ section's Reservation Cancellation Protection guidelines, depending on the service provided.
- 3.2. No refunds will be provided for early returns.
- 3.3. In case of a disagreement, the client agrees to renounce all rights to a dispute.

4. RESERVATION CANCELLATION PROTECTION:

4.2. The terms and conditions for Reservation Cancellation Protection are subject to changes and are outlined separately.

5. TOUR ITINERARY AND MODIFICATIONS:

5.1. The Company reserves the right to modify the tour itinerary due to unforeseen circumstances, including but not limited to weather, road conditions, or safety concerns.

5.2. Any changes to the tour itinerary will be communicated to The Customer as soon as possible.

5.3 Should the client decides to change the on-going route due to personal preferences, the extra costs will be covered by the client.

6. MOTORCYCLE USAGE AND MAINTENANCE:

6.1. The Customer agrees to operate the rented motorcycle in a safe and responsible manner, adhering to all traffic laws and regulations.

6.2. The Customer is responsible for returning the motorcycle in the same condition as received.

6.3. Any damage caused by negligent operation or failure to maintain the motorcycle properly will incur in additional charges.

7. INSURANCE:

7.1. SPATT insurance coverage is included in the rental cost. Additional coverage options are available for purchase.

7.2. The terms and conditions of insurance coverage are outlined in a separate insurance policy document.

8. LIABILITY:

8.1. The Company is not liable for any injuries, accidents, losses, damages, delays, or expenses incurred during the use of our Services.

8.2. The Customer acknowledges the risks associated with motorcycle riding and agrees to release The Company from any liability arising from participation in the Services.

9. GOVERNING LAW AND JURISDICTION:

9.1. These Terms are governed by the laws of Ecuador.

9.2. Any disputes arising from these Terms or the provision of our Services shall be subject to the exclusive jurisdiction of the courts of Ecuador.

10. MISCELLANEOUS:

10.1. These Terms constitute an agreement between The Company and The Customer, superseding any prior agreements or understandings.

10.2. The failure of either party to enforce any provision of these Terms shall not be considered a waiver of that provision.

10.3. We count with a workshop network all around the country in order to provide mechanical aid to our customers should the event of the bike to become inoperable. This is when simply is beyond the customer care of the bike. i.e. battery dead due to leaving the lights on.