

Terms and Conditions

2WheelTours Berlin reserves the right to add, withdraw, substitute and/or vary advertised routes, prices and departure times for tours, adventures, (Activities) or Gift Certificates, without notice. However, reasonable effort will be made to maintain the advertised product.

Booking arrival / Check-In

All participants are required to arrive and check in at the 2WheelTours Office a full 15 minutes prior to their scheduled departure time. 2WheelTours Berlin may at its discretion refuse participation to late arrivals, without refund.

If you arrive late we will NOT let you join a tour group that has already started training and your money will not be refunded or your tour rescheduled.

Booking / Reservation Policy

All advance booking/reservation requires 50% deposit and the balance 72 Hours prior to the booking/reservation date.

Cancellation Policy

General bookings – A minimum of 48 hours notice is required. Bookings will be rescheduled to a mutually convenient date/time.

No Shows are charged in full and will not be rescheduled.

The deposit WILL NOT be refunded for any reason within 72 hours of your scheduled tour. Gift Certificates are not refundable.

Cancellation fees:

Up to 14 days before the start of the tour / rental : free of charge
7 to 13 days before tour / rental start : 25% of the tour price
3 to 6 days before the start of the tour : 50% of the tour price
less than 72 h before the start of the tour : 100% of the tour price

Poor weather condition

Segway Activities will not proceed should 2WheelTours Berlin decide in its absolute discretion, whether for safety reasons or otherwise, to cancel an Activity. Should an Activity not proceed, participants will be rescheduled at their convenience, be issued with a refund voucher in the case of purchases bought through a third party reselling Segway Activities or be reimbursed the price paid for an Activity, but otherwise shall have no claim whatsoever (including no claim for travel expenses or any other out-of-pocket expenses) relating to the cancellation of an Activity. Activities and Gift Certificates are not refundable.

Age & Weigth Restriction

Participants must weigh between 45 and 118KG as recommended by the manufacturer of the Segway PT, Segway Inc. Minimum participant age is 15 years old. It is the responsibility of the purchaser to ensure they have read and understood the age and weight restrictions for each of the ride types.

Ride Agreement

All participants will be required to sign a Tour Participation and Disclaimer Form. The form includes but is not limited to the statements that the participant has read and understood their obligations and participates at their own risk. All participants under the age of 18 MUST be accompanied by a parent or guardian on the ride, with the parent / guardian signing the forms on their behalf. Safety and complete training for all of our guests is our 1st priority. All participants must hold valid moped or full driving license.

Clothing & Footwear

It is a safety requirement that closed in shoes be worn when riding a Segway. Clothing that is suitable for walking is suitable for the Segway activity. Please ensure you take adequate precautions against the elements. Wet weather Ponchos will be provided when necessary.

Rental Equipment

Rental equipment is due back on the date/time printed on the Rental Receipt. Late returns are subject to overtime charges and late fees of 5 €/ 5mins.

Copyright

All information contained within this site is protected by Copyright law and is owned by 2wheeltours Berlin. It is forbidden to modify, publish, transmit, transfer, sell, reproduce, display or commercially exploit this content without the express written approval of its authors.

Disclaimer

Information provided on this site is current at time of uploading. It is intended as general information only and interested parties should seek their own legal advice.

Privacy Policy

2Wheeltours Berlin considers the protection of privacy to be vital. We endeavour to consistently maintain the security of our website for all visitors and users. This policy outlines how 2Wheeltours Berlin collects and uses personal information. Other websites may be accessible from other websites . Our privacy policy does not cover or reflect on the procedures of these other websites. It is the responsibility of the visitor/user to evaluate the privacy policy of other websites you choose to visit.

Collected Information

To help improve the service we provide through our website, we would collect certain information from your browser to this website. This information is collected as statistical information and includes: IP address; browser type; language; and access times. This website also uses cookies (explained in next section) to track pages visited and information accessed within our website. This information is for statistical reference and site analysis only.

What is a cookie?

A cookie is a small data file that may write to your hard disk when visiting a site. The cookie primarily contains a USER ID that aids in tracking. Cookies can also retain information that you supply to the website. This information assists in maintaining the continuity of your browsing session and access to full use of the website. Cookies cannot read data from your hard disk or from other cookie files. They can be disabled via your browser, however this may limit your access to all functionalities of a website.

Personal Information

Some functionalities of the website will ask for the voluntary supply of personal information. This information includes:

- name and email address for the purpose of subscribing to our e-newsletter; and
 - name, email address, contact details and message for the purpose of assisting you with an enquiry to 2wheelTours Berlin,
 - payment details protected by a payment gateway
- Access to and Right to Rectification of Personal Information To access, update or remove information 2WheelTours Berlin holds about you, contact 2WheelTours Berlin directly via email or enquiry form. We wish to ensure information held by 2WheelTours Berlin is accurate and up-to-date.

Direct Marketing

2wheelTours Berlin collect information for direct marketing purposes. This information is not sold to other parties and is for the express purpose of our own communication with you. At any time you can opt out by clicking unsubscribe on the e-newsletter that you receive.

Exceptions

Other than the above stated, 2WheelTours Berlin will not attempt to identify users or their browsing activities except:

- in the event of an investigation by law enforcement: or
- where we believe we are required to collect and produce documentation relevant to fulfil obligations to third parties; including statutory organisations under local law.

Information Disclosure

In the course of providing services you request, personal information may be shared: with authorities; third parties engaged by 2WheelTours Berlin to provide services to you; to protect intellectual property rights; or to enforce the Terms and Conditions of the website.

Security

The 2WheelTours Berlin website uses Websupport Hosting to deliver, store and maintain our website and content. 2WheelTours Berlin puts in place all reasonable measures to protect personal information from loss, prohibited access, misuse, alteration, destruction or unauthorised disclosure.