

## Ride Rwanda: Pricing, Refund & Cancellation Policy

### 1. Re-fund or Future Credit in Case of Cancellation:

The Ride Rwanda organisation fully understands things happen in life. Situations of *Force Majeure* can occur that could lead to the need for cancelling or postponing your Ride Rwanda tour. We feel it is our obligation to help you with this process and make it as convenient as possible. Below you will find our timeline-based option to **choose either a refund or future trip credit based on your cancellation date**. If you ever have a question, just give us a call or start a chat +250 786 667 373. Alternatively you can e-mail [info@riderwanda.com](mailto:info@riderwanda.com) writing "cancellation" in the subject field.

Days to Departure	Refund	Future Ride Rwanda Credit*
More Than 30 Days	All but \$30 cancellation fee per person	100% of trip price
15-30 Days	50% of trip price	75% of trip price
14 Days or Less	No Refunds	25% of trip price

### 2. Pricing:

Product Categories	Price	Discount for Booking 4 stages
Per Stage without road bike rental	95 USD	20% off total price
Per Stage with road bike rental	120 USD	20% off total price
DMC, Tour Operators, Agents	75 USD	No Discount

40% non-cumulative individual discount for **EAC Residents** upon sharing a copy of valid resident permit/card.

### 3. Included Services:

Hotel Shuttle to Start of each Stage; Guides, Mechanics & Vehicle Support; Ambulance & Police; Energy Nutrition; Tour du Rwanda Ride Kit; Detailed Guide Book.

### 4. Trip Overview:

RIDE RWANDA takes place in February 2020 and will be offered on four stages. Each stage will be between 85 KM & 142 KM long.

You can choose to cycle the full stage or only ride parts of the stages within 5 hours.

Transport by shuttles will be offered to any participant who chooses to partially ride the stage. All participants will have the possibility to cross the finish line.