

Terms In this Policy of Fair Trading (“Terms”):

We set out below all the terms, which apply to bookings which you ask us,

Motorcycle Tours, to undertake on your behalf. You should study them carefully.

When processing your Guided or Self Guided booking where rental is required, we will arrange for you to enter into a contract with one of our rental partners (the “Rental Supplier”). You accept that these terms constitute an agreement between you and the relevant Rental Supplier and that we have no responsibility for the provision of any equipment obtained from a Rental Supplier.

#### COVID-19

We assume that any clients making a new booking or amending existing ones after 1st of April 2020 are aware of the on-going situation with COVID-19. We are delighted that you wish to make travel arrangements with us during this uncertain time and we will take all necessary precautions to make it a safe and enjoyable experience. By booking with us, you acknowledge that there is an inherent risk to yourself and to us when making plans during an uncertain time and accept your part of this risk as we do ours. Updates to our terms and conditions relating to COVID-19 are clearly identified within these terms as “COVID-19 UPDATE”.

#### General Terms – Guided and Self Guided

1.0 “You” are the customer; “Tour” is the tour you have selected from our site “We” and “Us” are Mark Bishop & Charlotte Franks trading as Tag Along Motorbike Tours Motorcycle Tours.

##### 1.1 Description

All motorcycle tours are booked on a first come first served basis, when you book your motorcycle tour with us the following will be required;

- A completed reservation booking form
- Deposit paid in full

##### 1.2 Conditions of Sale

**Customer Responsibility:** When purchasing a product from Tag Along Motorbike Tours Motorcycle Tours it is your responsibility to read and understand the terms and conditions.

#### Payments & Deposits

**Deposits:** Deposits are required per person and are NON REFUNDABLE and NON TRANSFERRABLE. The deposit required for each tour is listed on the selected Tag Along Motorbike Tours Motorcycle Tour webpage

**Payments:** Tag Along Motorbike Tours Motorcycle Tours accepts bank transfer or cheques as method of payment. You will be charged in the currency (GBP £ pounds sterling) as indicated on your sales order. You are responsible for any bank charges incurred as a result of transfer either by your bank or Tag Along Motorbike Tours Motorcycle Tour's bank.

**Balance of Payments:** Must be paid in FULL 10 weeks prior to the first day of arrival at your motorcycle tour.

**Failed Payments:** Failure to receive successful payment at any stage will result in cancellation of your tour and full loss of monies paid to that point.

**Currency Fluctuations:** Some circumstances beyond our control may dictate an increase in the cost of your tour from the originally published price. Any increase less than 2% and Tag Along Motorbike Tours will absorb the cost. Anything over 2% and we may need to invoice you. You will of course be informed of any increase in good time via email. Failure to pay an increase may result in the cancellation of your booking with no refund.

**Travel Vouchers:** Where customers have purchased or been issued a Travel Voucher, these vouchers may only be used against a tour on sale on our website, they have no cash value and must be redeemed within the stated timeframe in place at the time of issue. Bookings made using vouchers for part or full payment will be subject to our normal terms and conditions however in the event of a cancellation no cash refunds will be issued but we will always attempt, at our discretion, to allow transfers subject to availability.

**Refund Credit Notes:** Where customers have been issued a Refund Credit Note, these may be redeemed against a tour on sale on our website booked by, but not needing to depart by, their expiry date. Should they not be redeemed by their expiry date then a full refund of their value will be processed by us within 28 days.

### 1.3 Cancellations

#### If You Cancel

In the event of you having to cancel your tour the following will be incurred;

Full loss of all deposit/s and one of the following:

80 days or more prior to departure, loss of 50% of all monies paid (And Deposit/s)

0 – 79 days prior to departure, loss of 100% of all monies paid (And Deposit/s)

A no-show always incurs 100% of all monies paid (And Deposit/s)

It is for this reason that we strongly recommend you take our travel insurance that covers cancellations.

Should you have to cancel your tour for any reason you may transfer the booking to another person providing a minimum of 2 weeks notice is given, this will incur a £30.00 administration charge plus any additional direct costs we may incur. Any transfers of bookings whether to another person or for yourself to another tour, where authorised by us, will be treated in the same fashion as if it was made using a travel voucher ie: in the event of a future cancellation at a later date no cash refunds will be issued but we will always attempt, at our discretion, to allow further transfers subject to availability.

Any changes to your personal details including email address, motorcycle details or any other personal information is subject to a £30.00 administration charge per amendment which we may apply at our discretion.

COVID-19 UPDATE:

Booking Flexibility

We understand things are changing quickly and we want to give our riders our assurance of total booking flexibility.

We are now offering the choice of a Free Transfer or Free cancellation to all riders up to the point of balance payment:

Free Transfer: We will waive all transfer fees and guarantee you a spot on any future tour of your choice at the price in place on our website when you contact us with your decision.

Free Cancellation: We will waive all cancellation fees and you will receive a voucher to the value of all payments made so far, which can be used on any future tour valid in perpetuity.

Covid Cancellation Cover: This can only be purchased at the time full payment is made 10 weeks prior to departure and costs 7.5% of the total listed price of the tour, including any supplements like motorcycle upgrades, single room requests, and pillion costs.

Tag Along Motorbike Tours Motorcycle Tours will refund the full tour price only to a customer who has added Covid Cancellation Cover to their booking if they are forced to cancel due to:

Testing positive for Covid -19 prior to departure within a time window that means rules in place at the time mean they are unable to attend and/or are forced to self isolate.

It does not cover expenses not paid to Tag Along Motorbike Tours Motorcycle Tours, such as airfare, separate bike rental, insurance policies, additional hotels or expenses incurred prior to or after the tour, such as pre- payment of extra hotel nights booked.

It specifically excludes:

Expenses not included in the price of the tour, such as airline expenses, extra hotel nights, additional sightseeing activities, insurance policies etc...

Any situations relating to Covid whilst you are away.

This cover is not a replacement for travel or medical insurance and we still require all customers to have the basic minimum Coronavirus medical and repatriation insurance to cover them if they are infected when away.

If We Cancel

We reserve the right to cancel any tour, however would only do so in extreme circumstances. In the extremely rare event that Tag Along Motorbike Tours Motorcycle Tours cancels a tour you will be given an option to move monies paid to another tour of your choice (subject to availability) or a refund as dictated by the relevant legislation.

Should Tag Along Motorbike Tours Motorcycle Tours need to cancel as a result of situations beyond our control we will not be held responsible or offer a refund/compensation. This could include but is not limited to the following, war, riots, civil unrest, terrorism, natural disaster or any unforeseen cancellations due to industrial disputes, and/or weather – acts of god.

COVID-19 UPDATE

Rest assured that we will endeavour to offer the option to all clients to go away under whatever restrictions are currently in place at the time of their trip should they wish to do so.

As COVID-19 is a known risk as of April 2020 you agree that this is not to be classed as an extraordinary circumstance and acknowledge that we will do our best to give you the option to travel at our discretion where we deem it safe and legal to do so. The only circumstances that would trigger a cancellation of your tour would be FCDO advising against all travel.

1.4 Delays

We cannot be held responsible for any unforeseen delays to your journey to join us. In the case of delays you are responsible for providing your own meals, accommodation and other travel arrangements where we do not directly provide you with travel to the tour start location and any other additional costs incurred.

Our tours are scheduled months in advance, and due to this under some circumstances the scheduled routes and overnight stops may change slightly from those advertised to allow for road closures, hotel

adjustment, operational circumstance and unforeseen events. You will be informed of any changes to the itinerary in the tour pack provided before the commencement of any tours if possible. While it is our intention to adhere to the route described in the itinerary, there is a certain amount of flexibility built into the program and on occasion it may be necessary, or desirable to make alterations. Any decision will be made solely at Tag Along Motorbike Tours's discretion, based on the safety of the tour and practical considerations. You agree to accept these unavoidable amendments should they be required.

#### COVID-19 UPDATE

Should you feel that local or international travel restrictions, vaccination or testing requirements, quarantine regulations before or after travel mean you are unable to join the tour then please get in touch with us as soon as possible. We do not consider any of these measures to constitute a Force Majeure – meaning that any cancellation on this basis would be under our usual cancellation terms however we will always try to do the right thing by our customers and will do our very best to find a suitable solution for you.

#### 1.5 Disclosure

**Non-Disclosure:** Any criminal convictions or medical conditions must be declared on the booking form. Not doing so may render the contract invalid between you the customer and Tag Along Motorbike Tours Motorcycle Tours and may result in the termination of your tour with the loss of any monies paid. Any losses to Tag Along Motorbike Tours Motorcycle Tours as a result or consequence of non-disclosure will be charged to you.

**Pre-existing Medical Conditions:** (including dietary or other allergies) We request that you inform us of any pre-existing medical conditions and any treatment/medication that you may need or carry for this condition so that in the event of an unfortunate recurrence or episode we are able to obtain appropriate medical assistance for you as soon as possible. Any such information will be treated with the utmost sensitivity. Non-disclosure may result in termination of our contract and your trip with us you without redress, compensation or refund being paid

**2.0 Travel Details** It is the responsibility of the customer to ensure that they and all members of their party are in possession of either a valid Passport or suitable travel document equivalent appropriate to country/countries being visited or transited during your trip with Tag Along Motorbike Tours Motorcycle Tours. If you or others in your party require visas for the country/countries you are visiting you are expected to obtain the correct documentation before travelling. Tag Along Motorbike Tours Motorcycle Tours can help you in the preparation of these documents but is not responsible for any documentation relating to VISAS or cancellations resulting from incorrect or un-received documentation.

**Ferry Bookings:** If your tour includes ferry travel you must abide by the Terms & Conditions as set out by the ferry company. Once you book through Tag Along Motorbike Tours Motorcycle Tours there will be NO REFUNDS for fares paid, Tag Along Motorbike Tours Motorcycle Tours are not responsible for any travel disruptions or cancellations.

## COVID-19 UPDATE:

Shared rooms: Those of you who register for shared-occupancy with another rider not in your household will likely be paired with a roommate from the group at each overnight stop. If you are wary of doing so due to viral transmission and other pandemic concerns, Tag Along Motorbike Tours is willing to convert shared occupancy bookings over to a single occupancy booking for an upgrade fee (the difference in price between room types stated on the tour website), subject to availability. We request that riders interested in doing so let us know as soon as possible so that we may affect this change before the trip.

Testing: All guides and participants are expected to test negative for COVID-19 and forward their results to us within 24 hours of their arrival to the tour start location. Those unwilling to comply will not be allowed to participate in the tour and this will result in the termination of our contract and your trip with us without redress, compensation or refund being paid. Full information on testing requirements and approved providers will be outlined in your tour pack received before travel.

General travel requirements: As a result of COVID-19, you may be required to complete and present additional travel documentation before you travel to various agencies or border officials including but not limited to: vaccination status, covid infection status, specific insurance types, additional passenger information forms etc.. We will do our best to inform clients of all COVID-19 travel restrictions and requirements for each country we go through but, as the landscapes so changes so quickly and it is your individual responsibility to adhere to these changing rules. Please ensure you check the most up to date travel restrictions and country-specific requirements before you depart. Failure to comply with country specific entry requirements or restrictions will result in your travel being denied by local authorities and the termination of our contract and your trip with us you without redress, compensation or refund being paid.

### 2.1 Driving and Bike Responsibilities

You must be a competent bike rider. It is the Participants responsible to ride any motorcycle in accordance with local laws, rules and regulations. Any motorcycle accident involving a participant with an unrelated third party, another participant or solo, will never be Tag Along Motorbike Tours Motorcycle Tours responsibility.

Motorcycle Tours Driving License requirements: All riders must be in possession of a full and valid license for the class of machine they are using for the country they are visiting. We advise you to obtain an International Driving Permit/License, this can be obtained from most major post offices.

Riding your own Motorcycle: We only accept motorcycles that are insured, road legal and with visible/legal registration plates. Bikes should be in good condition with a current MOT. Each participant is responsible for their motorcycle in regards to care and use and for the conformity of it with the laws in force for each country visited on your specific tour. In the case of mechanical breakdown whilst riding your own Motorcycle you are responsible for recovery/repatriation and or repair of the motorcycle. All riders with pillion are responsible for their pillions safety.

Motorcycle Insurance: Each participant must be in possession of valid insurance for their vehicle, for themselves (and their pillion), including valid repatriation insurance for the vehicle and for themselves (and their pillion), where applicable. Any incident or accident that involves a participant (or their pillion) will not be accepted as the responsibility of Tag Along Motorbike Tours Motorcycle Tours.

When booking a tour we assume that the participant (and pillion if applicable) will have read the Tour Itinerary and will be fully aware of the route, destinations and the approximate mileages for each day. It is the responsibility of the customer to assess their own ability and stamina for the tour and to have made the judgement that it is an appropriate tour for them to undertake. We cannot be held responsible if the customer is out of their comfort zone in regards to the difficulty of the tour.

Participants agree that they are aware that in addition to the usual dangers and risks inherent in motorcycle travel some destinations have certain additional dangers and risks and that such risks simply cannot be eliminated without jeopardising the essential qualities of the activity and that these inherent risks contribute to the enjoyment and excitement and are the reason for your participation. The risks include, but are not limited to travelling in mountainous terrain, physical exertion for which you may not be prepared, altitude, civil unrest, forces of nature, all forms of transportation, accident or illness in remote areas without means of rapid evacuation or proper medical facilities.

## 2.2 On Tour

Conduct: You are expected to hold a level of competency and an ability to fully control your motorcycle at all times. You are expected to ride in a courteous and safe manner in respect to your fellow riders and road users. If we feel you are not riding in a safe and courteous manner and putting other members of the group or yourself at risk we reserve the right to ask you to leave the tour group and ride alone.

Tag Along Motorbike Tours Motorcycle Tours operate a zero tolerance policy regarding any type of abuse. Any form of threatening behaviour, verbal or physical abuse to another member of the group or towards any of our staff, contractors or tour leaders will result in you being expelled from the tour and your tour terminated with no refund.

Leaving the motorcycle tour: If for any reason you choose to leave or exclude yourself from a tour before the end location, you will not receive any refund or compensation.

Irrevocable disruption: If you cause disruption by words or deed to a tour or other participant on that tour you may be asked to leave immediately without redress, this will result in the termination of your tour with Tag Along Motorbike Tours Motorcycle Tours and the loss of all monies paid to us. No claim for Consequential Loss will be accepted by Tag Along Motorbike Tours Motorcycle Tours for other costs incurred in completion of the trip by you under this circumstance. No refund or compensation will be given in anyway shape or form i.e. money – credit or towards another event or tour.

COVID-19 UPDATE:

All riders should bring a supply of face masks and other PPE as required with them sufficient to last the duration of the trip. We require that our riders respect social distancing and comply with any country specific requirements on local COVID-19 measures in the destinations that they will be travelling to. Failure to do so will result in you being asked to leave the tour immediately without redress, compensation or refund being paid.

Please familiarize yourself with the onset symptoms of COVID-19 as per current government advice as we ask that riders take care of themselves throughout the trip, and monitor their own health. If at any point during the trip you feel yourself becoming ill or showing symptoms of illness, we request that you let your guides know as soon as possible so that we may better help you attend to your condition as the situation develops.

### 2.3 Photography

We may take photographs and film footage of any participant (and/or pillion) and your motorcycle whilst on tour. We reserve the right to use such material for any advertising, brochure, video production or for any other marketing uses without obtaining further consent.

### 2.4 Insurance Travel / Medical / Breakdown

You the customer agree to have suitable personal, medical, cancellation, travel and breakdown insurance in effect for the duration of your trip, these must include full coverage for motorcycle riding with (if applicable) your pillion, any activities you plan to do and a Flying Doctor service if required as well as cover for the repatriation for you and your motorcycle. If you cancel or divert from any motorcycle / event / tour before the end date you are liable for your own claim against your own insurance in any circumstance including but not limited to illness, accident or death.

We highly recommend that you check your insurance covers for abandonment / cancellation / curtailment. Tag Along Motorbike Tours Motorcycle Tours is not liable in any such circumstance.

### COVID-19 UPDATE

Insurance and medical cover: You must ensure that you have the basic minimum Coronavirus medical and repatriation insurance to cover you if you're infected when you're away as we will need to see proof of this prior to departure to allow you to travel. Failure to provide this will result in you being unable to join the tour and the termination of our contract without redress, compensation or refund being paid.

On top of the basic cover above we would also recommend you choose a policy that includes cancellation should you or anyone in your party test positive or be required to isolate prior to departure as well as any COVID-19 medical expenses while away including transport and/or accommodation if you fall ill or are asked to isolate in-country or denied re-entry to the UK due to a failed test.

More info on Covid related insurances can be found on our website under the “insurance and breakdown” section or in your tour pack.

### 3.0 Tag Along Motorbike Tours Motorcycle Tours Responsibilities

**We Are Responsible:** For Any part of the program booked by us, where it is within our control, to ensure that it meets the standards as described in the brochure or publicity. You will be provided with comprehensive GPS data, detailed maps and full hotel addresses. The guiding of the tour is done purely at our discretion, in the event that your tour guide becomes incapacitated by accident or illness, or otherwise unavailable Tag Along Motorbike Tours Motorcycle Tours will endeavour to provide a replacement guide. However, if in exceptional circumstances this is not possible you agree to continue the tour without a guide using the tour notes, itinerary and hotel bookings provided.

**We Are NOT Responsible:** for some amenities being out of order due to service requirements, weather conditions or lack of demand due to low client numbers in the hotel or other amenities such as parking space fees that you may have cause to require the use of.

**We Are NOT Responsible:** Tag Along Motorbike Tours Motorcycle Tours will not be liable for any personal injury, illness, death, losses or liabilities resulting from the use of amenities/hotel facilities including consumption of food, drink or alcohol that are provided by a third party.

**Hotel Policies:** Please also note that some hotels will require a government issued photo ID and a credit card or cash deposit at check-in for incidental charges on your room.

### 3.1 Returning from European Tours:

Once your tour has commenced you will be provided in advance with a return ticket or booking reference which will ensure that you can return to UK in the event of insolvency of Tag Along Motorbike Tours Motorcycle Tours, this is in accordance with The Package Travel and Linked Travel Arrangements Regulations 2018

### 3.2 Complaints Procedure

**To Resolve Complaints:** where our representative is in attendance for your tour you should in the first instance of a complaint contact him/her at the time. If however, you are not completely satisfied with the response you should write to our customer relations office at Tag Along Motorbike Tours Motorcycle Tours, 51 Hough way, shifnal, TF11 9PF GB. A complaint will be dealt with within 28 days of our receiving your letter.

**Assignment:** You hereby agree that we may transfer, sub-contract or otherwise deal with any or all of our rights and/or obligations under these terms and conditions as we deem appropriate. You may not

transfer, sub-contract or otherwise deal with your rights and/or obligations under these terms and conditions without obtaining our prior written consent from Tag Along Motorbike Tours Motorcycle Tours.

### 3.3 Protection of Your Money

We collect money from customers and hold it aside in a separate account and pay upfront fees through business funds first.

### 3.4 Legal Agreement

These terms and conditions, together with our privacy policy, constitute the entire agreement between you the end user / customer and us Tag Along Motorbike Tours in relation to your use of our website and attendance on our tours and supersede all previous agreements in respect of your use of this website or our services as a tour operator.

**Debt Recovery:** Any debts or money owed to Tag Along Motorbike Tours Motorcycle Tours by you for non payment of goods or services are handed over to our debt recovery service to recover any money you owe. You will be liable for the recovery charges imposed by our agency from the original action date.

**Indemnity:** You hereby indemnify us and undertake to keep us indemnified against any losses, damages, costs, liabilities and expenses, including without limitation legal expenses and any amounts paid by us to a third party in settlement of a claim or dispute incurred or suffered by us arising out of any breach by you of any provision of these terms and conditions, or arising out of any claim that you have breached any provision of these terms and conditions.

**English Law:** These terms and conditions are governed by and construed in accordance with English Law, any disputes relating to the event program offered to these terms and conditions will be subject to the exclusive jurisdiction of the courts of England and Wales.

### 3.5 Our Liability

Tag Along Motorbike Tours Motorcycle Tours will have no liability to pay compensation to you for any failure to properly perform its services hereunder, where the failure is attributable wholly or in part to your actions.

Tag Along Motorbike Tours Motorcycle Tours shall have no liability to pay compensation to you for loss, damage or expense incurred for any failure to properly perform Tag Along Motorbike Tours Motorcycle Tours' services, where the failure is:

Attributable to a third party unconnected with the provision of the holiday services, and which was unforeseeable or unavoidable

due to unusual and unforeseeable circumstances beyond Tag Along Motorbike Tours Motorcycle Tours' control, the consequences of which could not have been avoided even if all due care had been exercised

Due to an event which Tag Along Motorbike Tours Motorcycle Tours, even with all due care, could not foresee or forestall. Examples of the above circumstances would be war, riot, civil strife, industrial dispute, terrorist activity, actions of governments or other state bodies, unavoidable technical problems with transport, machinery or equipment, power failure, natural or nuclear disaster, avalanche, fire, late delivery, adverse weather conditions or levels of water in rivers, or that any of the above are threatened.

To the extent permissible by law, Tag Along Motorbike Tours Motorcycle Tours' maximum liability to in contract or in tort for any injury, loss, inconvenience, delay, damage to personal property, or liability of any kind shall be limited in all circumstances to an absolute aggregate maximum liability of the total price paid by you for the specific bookings to which such loss relates.

Tag Along Motorbike Tours Motorcycle Tours shall have no liability for economic loss, loss of profit, loss of revenue, loss of goodwill, loss of reputation, loss of anticipated savings arising out of the failure or delay in performing the services hereunder or otherwise in connection with these terms, or for any indirect, special or consequential loss or damage.

## 6.0 Privacy Policy

### About this Policy

Mark Bishop & Charlotte Franks takes its data protection and privacy responsibilities seriously.

Please read the following privacy policy (Privacy Policy) to understand how we use and protect the personal information you provide to us, or we receive and collect when you use our services, including how we collect it, and what we do with it, as well as some of the steps we take to safeguard your personal information. We hope that this will help you make an informed decision about sharing personal information with us.

This Privacy Policy may be updated from time to time to keep it up to date with legal requirements and the way we operate our business. You are responsible for reviewing this Privacy Policy periodically and informing yourself of any changes to this Privacy Policy. We suggest that you check back regularly to review any changes. If we make significant changes to this Privacy Policy, we will seek to inform you by notice on our website or email.

Who are Tag Along Motorbike Tours Motorcycle Tours?

Tag Along Motorbike Tours Motorcycle Tours is the trading name of Mark Bishop & Charlotte Franks and references to 'Tag Along Motorbike Tours', 'we', 'our' and 'us' means Mark Bishop & Charlotte Franks.

For the purposes of relevant data protection laws we will be the primary controller of your personal data. This is Tag Along Motorbike Tour's principle external facing privacy notice, and applies to all persons whose personal information is processed by Tag Along Motorbike Tours (save for Tag Along Motorbike Tours employees). As well as applying to our interactions with all of our customers, suppliers and business partners, this Privacy Policy also applies to all information collected over this website <https://Tag Along Motorbike Toursmotorcyclotours.co.uk/> and all other websites, platforms and mobile apps operated by Tag Along Motorbike Tours and any other online platforms (such as our partners' websites and social media where we offer online travel-related services).

What Information do we collect about you?

Making an Enquiry or Booking a Trip

We will collect certain information from you when you make an enquiry or book a trip with us. Depending on your interaction with us and what products and services you use, typically we collect the following personal information:

your full name, date of birth, gender (i.e. male/female/other), title, postal address, phone number, email address, next of kin, dietary requirements, height and weight, travel insurance details, passport details (including nationality and city of birth), passport scan, visa application, visa page scan;

we may also ask for medical / health information, such as pre-existing medical conditions, if you have a disability, medication that requires refrigeration, food allergies etc., some of which is considered sensitive information or special category data under relevant data protection laws; and

any additional information you provide during the booking process to check if a trip is right for you, which may include personal information.

We also process and store records of the products and services you have enquired about or purchased from us, as well as collect and process information relevant to your booking (such as flights and accommodation details) that you have not booked through Tag Along Motorbike Tours, where this information has been passed to us by our partners and/or third parties.

If you are providing us with the personal information of another person, you must ensure that you inform these persons of the information that you intend to provide to us, and that those you represent are aware of the content of our Privacy Policy and consent to your acting on their behalf.

We also collect your technical identity data (including IP addresses, browser type and versions, other technology on the device that you use to access our websites, some of which is collected automatically), as well as information about your usage of our websites as you and others browse our websites (see our separate "Cookie Policy" for more information).

We may also receive information about you from other sources. These include business partners. Anything we receive from these sources may be combined with information provided by you. For example, our services are not only made available via our website and mobile apps, but are also integrated into the services of our affiliate partners that you can find online. When you use any of these services, you may provide reservation details to our business partners who, where permitted, then forward your details to us.

Travel providers (e.g. accommodation, hotel, transport and other similar local providers (Travel Providers) may also share personal information about you with Tag Along Motorbike Tours, for example, to ensure fulfillment of your travel reservation, if you have support questions about a tour or trip booked, or if any complaints or disputes arising about your reservation.

#### Financial Information

We also integrate with third party service providers and payment gateways (such as Stripe) to facilitate payments between you and us and our partners and tour operators and agents, as applicable. These service providers share payment information so we can administer and handle your travel services reservation or tour. All of our third-party payments providers are required to be PCI DSS compliant and process all payments on our behalf.

In the majority of cases, to make a payment via credit card for your tour / travel services, you will use the secure online booking engine on the relevant website or platform that you are using or you will call your booking agent directly. In some limited cases you may provide us with your credit card details over the phone; for example if Tag Along Motorbike Tours needs to provide you with a refund, your bank details may be collected and recorded by us for the purposes of providing the refund only.

We ask that you do not email or send in writing your payment card details to us or any of our partners at any time.

We are not responsible for the privacy practices of third party vendors and providers, including payment providers, so you should review any privacy policy of third party vendor or providers to satisfy yourself as to how they protect and handle your personal information.

With your consent also, any calls with us, if any, may be recorded, and/or monitored for quality control, coaching and/or training and customer service purposes that assist in addressing your inquiries. As part of the recording, we may collect information such as the identity of the caller, the date and time of the call and the subject and resolution of the issue. For clarity, any financial information that may be provided during a telephone call is not recorded or logged by Tag Along Motorbike Tours.

#### Photo and Video

We may take photographs and film footage of any participant (and/or pillion) and your motorcycle whilst on tour. We reserve the right to use such material for any advertising, brochure, video production or for any other marketing uses without obtaining further consent.

#### Marketing and Other Interactions

We collect the following personal information from you for marketing purposes (as more fully described below):

when you subscribe to the newsletter, we will collect your full name, country and email address

via our preference centre, we will collect your phone number, date of birth, postcode/zip code, residential state and your travel preferences

## Research

We may contact you to seek your interest in taking part in research projects, surveys feedbacks and interviews. This may include contacting you with a post-booking or post-trip feedback survey and asking to provide a score and comment on your experience.

As part of this contact, we may collect your full name, email address, booking number and departure code. You will be asked to provide a score and comment on your trip experience. This information will be linked to any comments you make about your trip.

Where you have provided the relevant details, we may also contact you in response to your feedback to discuss your comments.

## Job Applicants

If you apply for a job with us, we will collect your CV details and supporting documents which include personal information. We will also request you fill in a form and will ask for your personal information, where necessary, such as your full name, contact details, home address, date of birth, sex, ethnicity (optional), accessibility requirements and details in relation to your passport and immigration information.

## Why do we collect your information?

We collect, hold and handle your personal information for a variety of business purposes (further information on each of which is set out below), including to:

provide you with our and our partner travel products and services, administer your reservations and tours and generally administer and manage our customer relationship with you;

if you are a business partner, supplier or agents, to manage our business relationship with you;

contact you and process your communications with us, for example, to respond to your queries or complaints, or if we need to tell you something important, or invite you to complete a booking (e.g. if started but not finished a tour reservation online);

generally improve our products and services and your user experience with us ;

comply with our legal obligations and assist government and law enforcement agencies or regulators;  
and

carry out our marketing activities, including identify and tell you about other travel related products or services that we think may be of interest to you, process feedback forms and other similar communications.

Under applicable privacy and data protection laws (including EU/UK GDPR), for Tag Along Motorbike Tours to collect, hold, use, share and process your information we must have a purpose and legal basis to do so. The legal basis may differ depending on your interaction with us and what information we collect and process, which will fall under:

Necessary for the performance of a contract – When you make an enquiry or book a trip with us or any of our partners, we rely on the legal basis that the processing of your personal information is necessary for the performance of your contract with us i.e. completing a travel reservation as part of your planned itinerary and administering your booking.

Legitimate Interest – Our legitimate interest means your information has a commercial business purpose and is necessary in order to provide a product or service to you and does not override your rights and freedoms as an individual. For example; as a travel customer, we collect your email address for the purpose of communicating with you when necessary to communicate about the product or service you're requesting or booking, and for Tag Along Motorbike Tours to provide you with relevant information. If you are a business partner, we may process your contact information in order to manage our relationship with you. We also rely on our legitimate interests to improve our products and services, and to prevent fraudulent activity on our online platforms and accounts (as set out more specifically below). When using personal data to serve our or a third party's legitimate interest, we will always balance your rights and interests in the protection of your personal information against our rights and interests or those of the third party, including by using your information in a way which is proportionate and respects your privacy.

Legal Obligations – in certain circumstances we will need to use your information to comply with our legal obligations, for example, to comply with local laws in the country you are visiting.

Vital Interest – we rely on the legal basis of vital interest in certain limited circumstances where it is essential to you and your health that we process your personal information; for example, to contact medical providers / insurance providers in the case of any medical emergency.

Consent – where required by applicable laws, we will obtain your prior consent prior to processing your personal information, including before sending you electronic marketing materials or as otherwise required by law.

You can revoke your consent or object to our marketing in certain circumstances; please see 'WHAT ARE YOUR RIGHTS' for further information.

Providing your personal data to us is voluntary. However, we may not be able to fulfil your reservation and your experience may be affected if certain personal information is not provided. We may only be

able to provide you with some products and services if we can only collect some personal data. For example, we can't process your travel booking if we don't collect your name and contact details.

### Making an Enquiry or Booking a Trip

We use your personal information to arrange and provide you with the products and services you have requested and booked. This includes booking any hotels, transportation, and activities. The following will provide more insight into these purposes:

Your personal information will be used by our tour guides to identify you and ensure your safety during the trip.

Depending on your destination and services being booked for you, we may be required by the supplier to provide certain types of personal information in order to secure the booking. We may also be legally required by local laws and governments to provide travel documentation such as passport details or a passport scan.

Your contact details will be collected in order to manage our relationship with you, including updates about your booking, providing relevant information and any applicable tickets, handling feedback and complaints, and to contact you in the event of an emergency.

Providing relevant information, which may include sensitive information, to insurance providers, their agents and medical staff in circumstances where we/they need to act on your behalf or in the interest of passengers or in an emergency.

Where permitted by law, where it is in your vital interest or you provide your consent to do so, your medical/health information may be shared to ensure that we understand any specific needs you may have, before and during your trip. Any pre-existing medical conditions could impact your enjoyment of the trip, and by informing us of any conditions, issues or limitations, we can ensure that Tag Along Motorbike Tours is better prepared to assist if required.

Other than where it is in your vital interests or required by relevant laws, medical/health information can only be used by Tag Along Motorbike Tours with your consent. This is because medical/health information is considered sensitive and by consenting, you are showing us that you understand and agree to us processing this information. Providing medical/health information and consenting to its use by Tag Along Motorbike Tours is optional, however, it is highly recommended that information be provided (including if requested) for your safety and wellbeing.

### Photo and Video

Taking a photo or video is something many people love to do, especially as a way to capture special moments. This is likely to be the reason why you may be included in visual media taken on your trip. On occasion, visual media captured by Tag Along Motorbike Tours tour guides and employees are so good our Media team may wish to use them in our brochures or on our website for promotional purposes. There may also be a professional photographer scheduled on your trip for the purpose of taking

promotional images. We reserve the right to use such material for any advertising, brochure, video production or for any other marketing uses without obtaining further consent.

## Marketing and Other Interactions

Tag Along Motorbike Tours may use your information for marketing purposes including:

to identify and tell you about Tag Along Motorbike Tours products and services we think you may be interested in

to offer you deals on partner products and services

to tell you about trip deals, discounts and promotions

to administer promotions, feedback surveys and the like;

These products and services may be offered by us or our brand partners.

We will only engage in direct marketing in accordance with the laws of the relevant country or jurisdiction you are located in.

To protect privacy rights and to ensure you have control over how we manage marketing with you we will take steps to limit direct marketing to a reasonable and proportionate level and only send you communications which we believe may be of interest or relevance to you based on the products and services which you have purchased or have registered your interest in purchasing to date. Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication. For example, if you are subscribed to any promotional marketing newsletters, you have the choice to unsubscribe from these communications by scrolling to the bottom of the e-mail enclosing the newsletter and clicking the 'unsubscribe' link at any time. You can also change and manage your marketing preferences at any time on your preference centre. Alternatively, or in case of any issue, you can contact us at [sales@Tag Along Motorbike Tours.co.uk](mailto:sales@Tag Along Motorbike Tours.co.uk).

You can change the way your browser manages cookies, which may be used to deliver online advertising, by following the settings on your browser. We recommend you routinely review the privacy notices and preference settings that are available to you on any social media platforms as well as your preferences within your account with us.

## Research

We conduct research and analyse your information, including feedback and comments, to help us improve our products and services and to enhance your customer experience, including customising online content, and to improve your booking and website experience. We also look for trends and future destinations and itinerary opportunities.

We may use your de-identified data for internal reporting (i.e. if a partnership was successful), creating new marketing strategies and to identify trends.

We may contact you to seek your interest in taking part in research projects, surveys and interviews. These interactions are designed to help us gain insight and understand certain things such as how to improve the services we provide, help us to understand our customers' needs and expectations, what media they consume, what their concerns are, why do they travel, etc. Your information and details from our research activities may be stored or kept on file for future reference if relevant and will be de-identified where possible.

How do we collect your information?

Your information may come to us in a variety of different ways. You may provide information directly to us or our sales agents, travel agents, business partners, including tour operators and guides, and other third parties (including insurance and medical providers) when communicating via email, phone, letter, web chat or in person. You may also provide us with your information by filling in an online or printed form, leaving feedback, completing a survey, subscribing to a newsletter or a loyalty program.

Your information may also be provided to us by a friend/family member who is booking on your behalf.

Sharing your information

Making an Enquiry or Booking a Trip

In order to handle your enquiry, fulfil your product or service request or manage your booking, we may share your personal information with the following:

any member of Tag Along Motorbike Tours and our internal contractors and staff, including local group leaders;

travel providers (e.g. Airlines, tour companies);

other third-party operators (i.e. local operators, couriers, mailing houses, payment processors, etc.);

other suppliers and service providers (e.g. hotels, transfer drivers, etc.); and

in some cases, Government authorities (e.g. for border crossings, visa requirements.)

We also share your personal information with any travel providers or third-party local operators for the purpose of improving services and experiences, and to investigate complaints and/or disputes, where necessary.

You should familiarise yourself with the privacy policies of all travel providers and tour operators you select to provide a trip or travel-related services. We are not responsible for the privacy practices of

third-party travel providers and tour operators with whom you may choose to book travel product and services.

#### Support Services

We share your personal information with third parties that help us operate, provide, improve, integrate, customize, support and market our products and services. This includes the following:

**IT Service Providers:** We work with third-party service providers to provide website and application development, hosting, maintenance, backup, storage, virtual infrastructure, support and troubleshooting for quality assurance purposes, payment processing, analysis and other services for us, which may require them to access or use information about you.

**Marketers:** We work with a global network of partners who help us market and promote our products (for example, by providing consulting and sales services), who send marketing material for us, generate leads and resell our services.

**Research:** We use third parties to assist us with research and analytics, including surveys, interviews and other data gathering. We may share your information with these partners in connection with their services.

We seek to ensure that your information is protected at all times including that these third parties have agreed confidentiality restrictions and only use any personal information we share with them or which they collect on our behalf solely for the purpose of providing the contracted service to us.

#### Other sharing

We may share or transfer information in connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. You will be notified via email and/or a prominent notice on the services if a transaction takes place, as well as any choices you may have regarding your information.

We may share your information with relevant regulators, which may include privacy regulators and supervisory authorities in other jurisdictions, and with courts and law enforcement to comply with all applicable laws, regulations and rules, and requests of law enforcement (e.g. police), regulatory and other governmental agencies

We also share personal information with insurance providers and/or medical personnel, which may be for identification of fraud or error, for regulatory reporting and compliance, or if we believe the disclosure is necessary to lessen or prevent a threat to life, health or safety.

We may share in aggregate, statistical form, non-personal information regarding the visitors to our website, traffic patterns, and website usage with our advertisers.

#### Selling data

We do not and will not sell your personal information under any circumstances.

## Cross-Border Transfers

As we have stated earlier, it is necessary for us to share your information with our partners and third parties, many of which are located overseas. When we transfer your information overseas, we seek to ensure appropriate privacy, confidentiality and security measures are in place, and that we comply with all applicable data protection and privacy laws.

Further, we operate with different service providers in over 40 countries, across all regions of the world, so it is not possible for us to provide a list of all these countries in this Policy. Our key service providers outside the UK are located in the EEA and the United States. If you have any specific questions about where or to whom your personal information will be sent, please see the Contact Us section below.

In some jurisdictions, including the EEA and the UK, data protection laws restrict transferring personal information outside the jurisdiction. We take appropriate steps to ensure that your personal information receives an adequate level of protection (by putting in place appropriate safeguards, such as contractual clauses e.g. EU approved standard contractual clauses), or that we are able to rely on an appropriate derogation under applicable privacy and data protection laws. You have a right to request access to any safeguard which we use to transfer your personal information outside of the UK and the EEA.

Where we receive requests for information from law enforcement or regulators, we carefully validate these requests before any personal information is disclosed.

You have a right to contact us for more information about the safeguards we have put in place (including a copy of relevant contractual commitments).

### What are your rights

We want you to feel reassured that you have control of the information you provide to us. Subject to certain exemptions, and depending on relevant data protection laws, including in some cases upon our legal basis for processing your information there are certain rights you have over your personal information. These include:

You can ask us to update any inaccurate, incomplete or out-of-date information we hold about you

You can ask us to provide you with a copy of the information we hold on you, or that we transfer that information to another service provider

You may request that we stop processing or using your information

You may request that we delete any / all information we hold about you

You may withdraw consent that you have provided to us

Where possible we will comply with your request, however, there may be instances where we cannot fulfil your request, or there will be consequences if we were to fulfil your request. We will always

communicate with you about any consequences before going forward, or give you written reasons for any refusal.

Under certain data protection laws, including the EU/UK GDPR, you may also (subject to certain exceptions):

withdraw consent to our use of your information for marketing purposes;

object to the processing of your personal data, where we collect your personal data for our legitimate interest;

request your personal information be transferred to yourself or a third party without hindrance in a commonly used format.

We may ask you for additional information to confirm your identity and for security purposes, before disclosing the personal information requested to you. We reserve the right to charge a fee where permitted by law, for instance if your request is manifestly unfounded or excessive.

We will only perform the activities outlined above to the extent that such activities will not compromise privacy, security or any other legal interests.

You may also wish to make a complaint about the way we have handled your personal information or other interference with your privacy rights.

You can exercise any of these rights at any time by contacting us (see the Contact Us section) or your relevant privacy or data protection authority.

Contact us

Tag Along Motorbike Tours Data Protection Officer

Tag Along Motorbike Tours has appointed a dedicated Data Protection Officer. If you have any questions about this Privacy Policy or are concerned about how we have handled your personal information, we would like to hear from you. We treat privacy matters seriously and will endeavour to correct the matter.

If you would like to exercise your rights, as listed above, you can also do this by contacting the privacy team via the email address [tagalongmotorbiketours@outlook.com](mailto:tagalongmotorbiketours@outlook.com)

One of our the privacy team will contact you within a reasonable time frame after receiving your enquiry or request to verify who you are in order to locate any accounts or bookings you may have with us or ask any follow up questions to better understand your enquiry.

We will inform you whether we will conduct an investigation and the estimated completion date for the investigation process. After we have completed our enquiries, we will contact you, usually in writing, to advise the outcome and invite a response to our conclusions about the complaint. If we receive a

response from you, we will assess it and advise if we have changed our view. If you are unsatisfied by our final response, you may escalate your complaint to the relevant regulatory body.

#### Complaint to the Data Protection Authority

If you have any concerns or complaints about how we are collecting or processing your personal information, you can complain to your local data protection authority. We would ask that you first contact us to seek to resolve the concern or complaint in the first instance.

If you are in the UK/EU, please follow this link to locate the data protection authority most relevant to you: [https://edpb.europa.eu/about-edpb/board/members\\_en](https://edpb.europa.eu/about-edpb/board/members_en)

#### Retention

We retain and store most information about you in computer systems and databases operated by either us or our external service providers. Some information about you may be recorded in paper files that we store securely.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for. In some circumstances we may store your personal information for longer periods of time, for instance where we are required to do so in accordance with legal, regulatory, tax or accounting requirements

In specific circumstances we may store your personal information for longer periods of time so that we have an accurate record of your dealings with us in the event of any complaints or challenges, or if we reasonably believe there is a prospect of litigation relating to your personal information or dealings.

#### How we keep your information secure

Tag Along Motorbike Tours is dedicated to keeping your personal information secure. We have implemented various physical, electronic and managerial security procedures in order to protect your information and reduce the risk of loss and misuse, and from unauthorised access, modification, disclosure and interference.

We have put in place adequate procedures to deal with any actual or suspected personal information breach and will notify you and any applicable regulator of any data breach where we are legally required to do so.

Whilst we take all reasonable steps to ensure that your personal information is secure, we would ask you to be aware that the internet is inherently insecure, so please take precautions when disclosing any personal information online to us.

#### Third-Party Links

Links to Third Party Sites

Our website may include links to third party websites. Clicking on those links may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy policies. When you leave our website, we encourage you to read the privacy policy of every website you visit.

### Third-Party Widgets

Some of our services contain widgets and social media features, such as the Facebook “like” button. These widgets and features collect your IP address, which page you are visiting on the Services, and may set a cookie to enable the feature to function properly. Widgets and social media features are either hosted by a third party or hosted directly on our Services. Your interactions with these features are governed by the privacy policy of the company providing it.

### Cookies & Website Usage

Our websites use a standard technology called ‘cookies’ and web server log.

Like most websites, Tag Along Motorbike Tours website sometimes use cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart ‘phones or ‘tablets’) as you browse this website. They are used to ‘remember’ when your computer or device accesses our websites. Cookies are essential for the effective operation of our websites and to help you interact with us online. They are also used to tailor the products and services offered and advertised to you, both on our websites and elsewhere.

### Information collected

Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device. This includes information about pages viewed, tours purchased and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details. Tag Along Motorbike Tours can use cookies to monitor your browsing and purchasing behaviour.

We review this privacy notice yearly to ensure it complies with all new legislation.

This Privacy Policy was last updated in Feb 2022