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# Terms and conditions

## **BOOK A TOUR**

You can book by clicking the book tour link on the website or  
Ring +447834695778 or +441495740638 or  
E mail your request to [thelanerangeruk@outlook.com](mailto:thelanerangeruk@outlook.com)

## **PAYMENT**

Paypal or bank transfer.

Payment is required at time of booking.

Travel to and from the tour and fuel for the tour are the responsibility of the customer and is not included in the cost of the tour.

Booking will be reserved on receipt of full payment and completed booking form.

## **CANCELLATION**

All cancellations must be made in writing to [thelaneranger@outlook.com](mailto:thelaneranger@outlook.com)  
or by post to thelanerangeruk, 39 Usk Road, Pontypool, NP4 8AG by the booking individual.

## **REFUNDS**

Cancellation up to 8 weeks before tour date- full refund.

Cancellation between 8 weeks and 0 weeks- no refund.

No refunds will be given in the case of force majeure once the tour has started.

## **CANCELLATIONS OR CHANGES TO ITINARY BY thelanerangeruk**

Minor route changes may be necessary due to weather conditions, surface erosion or road closures, minor changes will not be notified as there will be no impact on the overall quality of the tour as alternatives will be used.

If the tour has to be cancelled due to unforeseen circumstance an alternative route or date will be offered, if the alternative is not acceptable then a full refund will be offered.

## **RISKS**

By booking a tour and completing the booking form you are accepting the associated risks.

Although every effort is made to ensure the suitability of the byways for the type of tour, there are factors that can change quickly, weather, fallen trees etc.

Deviation from the planned route by you will not be allowed and instruction from the leader must be followed to minimise risks.

All motor sport activities have inherent risks and seatbelts must be worn at all times unless you are exempt.

There is a slim chance of soft foliage contact to your vehicle and rock contact with your wheels and tyres. This varies on the type of tour selected.

Passengers under the age of 16 are the responsibility of the driver and must be accompanied and supervised at all times.

Alcohol or illegal drugs will not be tolerated and any use will result in you being asked to leave the tour.

Open fires and disposable BBQs are not allowed except in designated areas.

## **BREAKDOWNS**

Recovery companies will not venture on to unsurfaced byways. Every effort will be made to recover you to the nearest road where you can make arrangements to be recovered.

## **PUNCTURES**

You will carry a road legal inflated spare wheel/tyre. Assistance will be given if you are unfortunate to suffer a puncture.

If you do suffer a puncture and only carry one spare wheel you will be asked to leave the tour at the next tarmac road as if you do have another puncture you will be stranded as your vehicle will not be recoverable.

## **OTHER**

The tour will be driven in convoy, details of which will be given at the drivers briefing.

Dogs are welcome but must be kept under control at all times.

Always obey instruction from your tour leader.

By booking a tour you consent to you, your passengers and your vehicle being featured in photographs or videos which may be posted on social media.

Driving in the countryside attracts controversy from walkers, landowners and the like. We follow strict guidelines as per the Greenlane Association Greenlane Code of Conduct and the Countryside Code. We only drive on legal rights of way for motorized vehicles and deviation from these is not allowed.

Drive as slow as you can but as fast as necessary. All closed gates must be left closed after driving through.

Your guide is a driver Certified by Mountain Rescue England and Wales and City and Guilds off road driving. Also holding current first aid and first responder and DBS certificates.

2 way PMR radios will be issued to each driver for communication with in the group. The radios must be returned at the end of the tour.

The guide vehicle is equipped with a powerful winch, ropes, strops and shackles, sand boards, bottle jack, hand tools, air compressor and a first aid kit.