



## General conditions

All our guides are Swiss cycling MTB guide qualified and are authorized to work year-round.

In general, frozen, snowy or muddy riding conditions, or bad weather are not a valid reason for a cancellation.

Cancellation by a guide: a cancellation is only justified if the risk is deemed too high for the group. In this case, no costs are to be borne by any of the parties and the outing/tour is postponed to a later date.

The operator - Pure Biking Verbier - reserves the right to modify a booking or, exceptionally, to replace the chosen guide.

Cancellation by the client : Fees apply for all cancellations ! Cancellation fees payable :

- - If cancelled 60 days before the tour : 25% of total booking cost
- - If cancelled 30 to 11 days before the tour : 50% of total booking cost
- - If cancelled 10 days or less prior to the tour : 100% of total booking cost

If a multi-day trip is cancelled 90 days or less before the start date, the deposit and the balance will only be reimbursed if the space can be filled by another customer.

### Training

Please note that for all our trips or tours, we insist on a regular training in the following areas:

- - Appropriate mountain biking technique
- - Appropriate physical condition

ELVIA insurance - reimbursement and / or cancellation

If you hire a swiss cycling MTB guide for 1 or more days, we recommend you to take out the ELVIA insurance that covers you in case of illness or accident.

Insurance Policy Conditions :

- The insurance premium amounts to 4% of the total sum paid for the guide.
- If you book a guide on various non-consecutive days, please indicate the exact dates under "Remarks"
- Cancellations due to bad weather are not possible

To contract your insurance only by phone +41 44 283 32 22

## Liability

The aim of -Pure Biking Verbier- is solely to connect customers with an independent professional swiss cycling MTB guide. Pure Biking Verbier is not liable in the event of an accident. Accident liability is the responsibility of the guide hired directly by the customer.

# PRIVACY POLICY (POLICY)

PureBikingVerbier is fully aware of the trust placed in it, and of its responsibility with regard to the protection of personal data. Accordingly, PureBikingVerbier has established this Policy. This Policy is designed to specify the type of information collected during the use of the Website, the purpose of its collection, and how the collected data is processed to improve user satisfaction.

PureBikingVerbier collects, processes and uses users' personal data in conformity with applicable law and the Federal Data Protection Act (DPA).

This Policy constitutes an integral part of the Terms and Conditions of Use which are otherwise applicable. In case of discrepancy between the Policy and the Terms and Conditions of Use, the Policy shall prevail. By accessing the Website or any of its subdomains, users confirm that they have read and understood the Policy, and that they accept it without reservations, irrespective of any registration or purchases on the Website. Capitalised terms shall have the meaning defined in the Terms and Conditions of Use and the GTCS.

Users who provide their personal data to PureBikingVerbier expressly consent to the collection, storing and exploitation of such data by PureBikingVerbier within the limits of applicable law and in accordance with the terms and conditions of this Policy. Users may withdraw their consent to the processing of their personal data at any time. Such withdrawal shall not affect the lawfulness of any previous processing. PureBikingVerbier may find it impossible, through no fault of its own, to deliver all or part of its services to users who have withdrawn or refused their consent.

## 1. Data collection

We collect personal data in two ways:

- Information freely provided to PureBikingVerbier by users: in order to access our services and place orders through the Website, users are required to provide a number of personal particulars such as their name and surname, email address, post address, phone number, etc.
- Information automatically collected by PureBikingVerbier on the Website or social media: apart from the information freely provided by users accessing PureBikingVerbier services, PureBikingVerbier collects and uses various information about users' behaviour on the Website (browsing preferences, pages viewed, order history, etc.);

## 2. Data processing and storage

Personal data provided voluntarily is retained for 24 month. After this time limit, the personal data is deleted. Only email addresses and customer classification are retained for newsletters, which customers may readily unsubscribe at any time.

The information automatically collected on the Website is used to improve and customise PureBikingVerbier services so as to increase customer satisfaction. This information is processed anonymously.

### 3. Cookies

The Website uses cookies. Cookies are text files used to collect information on user preferences. They ensure the proper functioning of the Website and only record anonymous information.

By using the Website without changing their browser settings, users consent to the use of cookies. Users may block or delete cookies at any time by modifying their browser settings. As a result, certain Website functionalities may no longer be available. Therefore, PureBikingVerbier recommends that users keep cookies "turned on".

### 4. Google Analytics

To improve its services, PureBikingVerbier uses Google Analytics, an analysis service for websites provided by Google Inc., a US company. Google Analytics™ is an analytics tool that helps us understand how visitors engage with the Website. This tool may use cookies to collect anonymous data and generate reports on the usage statistics of the Website; users cannot be personally identified by Google. The information produced by these cookies (including IP addresses) may be sent and stored on Google's servers in the United States or other foreign countries. Google will use this information to evaluate use of the Website, compiling reports about Website activity for the publisher and providing other services relating to Website activity and internet usage. Google may also transfer such information to third parties, including the platform publisher, where required to do so by law or where such third parties process the information on Google's behalf. Google will not associate an IP address with any other data held by Google. By using this Website, users consent to the processing of data about them by Google in the manner and for the purposes set out above. Users who do not want Google Analytics™ to record data about their visits to the Website may install an opt-out browser add-on to deactivate Google Analytics™.

By using our Website, you confirm that you consent to data about you being processed in accordance with the above explanations and subject to the confidentiality rules of Google™.

### 6. Rights to the data

In accordance with data protection legislation, users are entitled to access, at no charge, the data recorded about them and to rectify or delete any data that is inaccurate or incomplete.

Data may be rectified online for users holding an account, or at the cash desk.

At their request, PureBikingVerbier will communicate Customers' data to them within 7 days in compliance with data portability rights.

PureBikingVerbier guarantees the Customer's right to refuse any automatic processing of his/her data, except for any processing required for rescue or anti-fraud purposes.

Data processing records may be obtained by a duly substantiated request to [purebikingverbier@gmail.com](mailto:purebikingverbier@gmail.com)

For the erasure of data, users should contact the below email address. PureBikingVerbier will then erase the personal data unless it is obliged to retain all or part of such data for legal purposes.

Users should address their request by post to one of the addresses referred to in Article 20 of the GTCS, or by email with clear and unmistakable means of identification, to:

o purebikingverbier@gmail.com

## 7. Security of personal data

Personal data is protected against unauthorised processing by appropriate technical and organizational measures. However, PureBikingVerbier cannot guarantee the absolute security of personal data.

## 8. Misuse of services

In the case of misuse of the Website, especially in the eventuality of punishable acts, the personal data can be analyzed in order to clarify the situation and, on duly justified request, transmitted to the competent official authorities or to the third party affected by the misuse.