



TOUR-SPECIFIC POLICIES

Mountain Bike to Yotala

These conditions apply exclusively to the private Mountain Bike to Yotala tour operated by Bolivian Full Explorer. They are intended to protect the passenger, the operating team and the bicycles used during the activity.

1. Booking and confirmation

The request is subject to the availability of bicycles, an English-speaking guide and the support vehicle. The booking is confirmed with a **50% deposit** and confirmation from Bolivian Full Explorer. The **remaining balance must be paid in full no later than 24 hours before departure**, using the payment method previously coordinated with the agency.

The booking must include the date, number of participants, approximate height of each person and any relevant medical condition or physical limitation needed to select the equipment and organize the activity.

2. Cancellations and rescheduling

If you need to cancel or change the date, please contact us by WhatsApp or email as soon as possible. In case of cancellation, the following retention charges apply to the total tour value:

More than 48 hours before departure: 20%.

Between 24 and 48 hours before departure: 80%.

Less than 24 hours before departure or no-show: 100%.

We can change the date subject to the availability of bicycles, guide and support vehicle. If the change creates a fare difference or there are already non-refundable expenses, we will inform you before confirming the new date.

3. Physical condition and health declaration

The participant declares that they know how to ride a bicycle and are physically able to ride on rural roads, uneven terrain, descents and possible uphill sections. Before the tour, the participant must inform us of injuries, heart, respiratory or neurological conditions, or any other condition that may affect their safety.

4. Equipment, guide and support vehicle

The service includes a mountain bike, helmet, pre-ride preparation, an **English-speaking local guide**, basic mechanical assistance and a support vehicle. The vehicle accompanies the route and can assist the group or transport bicycles when necessary.

Before departure, the participant must check that the bicycle and helmet fit correctly and immediately report any issue to the guide.

Safety and responsibility

The following rules are mandatory throughout the activity and form part of the acceptance of the booking.

5. Safety instructions

The participant must wear a helmet during the ride, maintain a speed appropriate to their ability, keep a safe distance, obey traffic signs and follow the guide's instructions. Participation under the influence of alcohol, drugs or medication that reduces reaction ability is not permitted.

The guide may stop a person from continuing if their conduct puts their own safety, the group or the equipment at risk.

RESPONSIBILITY FOR DAMAGE: If, by ignoring the guide's instructions, negligent use or reckless conduct, a passenger causes an accident or damages a bicycle, helmet or other equipment, they must cover the documented cost of repair or, when repair is not possible, the replacement cost.

6. Normal wear and mechanical failures

Passengers will not be charged for normal bicycle wear or mechanical failures that are not attributable to their conduct. Any damage will be reviewed and explained before any payment is requested.

7. Weather, route and operational decisions

In the event of heavy rain, unsafe roads, roadblocks, mechanical problems, instructions from authorities or other circumstances beyond our control, Bolivian Full Explorer may **adjust the route or schedule, use the support vehicle, or reschedule the activity** in coordination with the passengers. Safety will take priority over following the exact planned route.

8. Personal responsibility and insurance

The passenger is responsible for personal belongings and for wearing appropriate clothing and footwear. We recommend travel or accident insurance that covers cycling activities, medical care and evacuation.

Confirmation of the booking implies that these policies have been read and accepted. Operational and safety instructions communicated by the guide before and during the ride are also mandatory.

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