



Please read these booking conditions in full before you make a payment. If you have further questions, then please do not hesitate to contact us as we will always be happy to help.

When booking a tour, please fill in the booking [form online](#) or contact us by email at <mailto:info@bikeborneo.com.my> by telephone on (006) 088 416330. We will then send you confirmation to let you know that your booking has been accepted.

Payment

When we have received your booking form and confirmed your place, you are required to make a payment in full.

Cancellation Policy

1. If there is a cancellation by a client more than 60 days from trip start date, Fieldskills will refund 70% of the full trip price for that particular cancellation.
2. If a cancellation is made 46-59 days prior to start date, Fieldskills will refund 50% of the full trip price for that particular cancellation.
3. If a cancellation is made 31-45 days prior to start date, Fieldskills will refund 25% of the full trip price for that particular cancellation.
4. If a cancellation is made 30 days or shorter from the start date, Fieldskills will refund 0% of the full trip price for that particular cancellation.
5. Fieldskills have every right to cancel a trip or part of it if it is deemed that condition is severe or unsafe. Fieldskills may cancel on advice of relevant authorities, for instance the Sabah Parks for Mt Kinabalu climb OR the Meteorological Department and the Marine Department for island trips OR local rangers or guides who are the experts in the area or by other agencies of authority. In which case, wherever possible, an alternative activity with an approximately the same value will be run.
6. Based on prevailing local and best practice, no partial or full refunds will be made to clients who decide to pull out of an activity for non-medical reasons before it is completed.

Post Covid-19

1. If a cancellation is made, either by the guests/agents/clients or Fieldskills, due to Covid-19 or other highly contagious diseases/viruses/illnesses or death, a confirmation from their doctors or the relevant government authorities must be forwarded to the other party immediately. For these cases, all monies paid by the guests/agents/clients shall be left with Fieldskills as credit for future trips/tours and this must be utilised by the guest/agent/client within 365 days of the cancellation date.
2. All guests must adhere to current health SOPs and guidelines; failing which they will be asked to leave the trip/tour and/or returned home at their own expenses

and no refunds will be made.

If it is necessary for us to cancel the trip due to a natural disaster, war, political unstable conditions or any other reasons beyond our control, it will be necessary for you to make a claim on your travel insurance.

Making a Payment

You can make a payment by the following methods:

1. Bank Transfer to Fieldskills Adventures Sdn Bhd, Alliance Bank Malaysia Berhad, Damai Branch , Kota Kinabalu, Sabah, Malaysia.

Account No. **10093-0-01-505618-4**

*please ensure all bank charges are paid by you.

Passports and Visa's

Malaysia requires that you are in possession of a valid passport with more than 6 months remaining before expiry. Some nationalities do require a special visa to enter Malaysia so please contact the Malaysian embassy for details prior to travel.

Insurance

It is your responsibility to have purchased adequate travel insurance. Please make sure that your insurance does cover you for the chosen trip. Fieldskills Adventures will not cover you for any medical expenses or evacuation costs.

Medical Advice

We can offer advice on mandatory health requirements; however, we are not medical experts. It is your responsibility to ensure that you obtain proper and detailed medical advice and information about pre-existing medical conditions, necessary inoculations and anti-malarial prophylaxis.

Privacy Policy

Your information refers to information such as your name, contact details, medical conditions, travel document details, disabilities, dietary requirements, etc that you have supplied to us. For the purpose of providing you with our services, information about you will only be shared for purposes of bookings and administration during the tour. Medical information will not be disclosed to anyone outside of the medical fraternity unless safety is an issue.

Leader Authority

Throughout our tours, it is necessary that you abide by the authority of the leader's and tour guides, who represents the company. You must always adhere to Malaysian law, customs and drug regulations. If you commit any illegal act, your behaviour is disruptive or you are likely to cause danger to yourself or others, the leader may ask you to leave the trip. No refunds or compensation will be paid to you and we may make a claim against you for any costs and expenses incurred as a result of your behaviour.

Participation Requirements

Clients are expected to satisfy to themselves prior to booking that they are fit and able to participate in the itinerary of their chosen trip. Anyone suffering from mobility impairment, illness or disability must declare the true nature of such a condition at the time of booking. Failure to make such a disclosure will constitute a breach of

these booking conditions and result in such persons being excluded from the trip. No refunds will be made. Due to the nature of our booking policy it is likely that you will be booked onto one of our rides with other participants of various cycling abilities, with bigger groups (6+) we aim to have at least 2 bike guides to allow for this mix of ability. If you do not wish to be part of a group you should make us aware of this and we can arrange a private booking. Please note that a private booking will incur a surcharge.

Photography & Testimonial

Any photograph or video footage of you taken on any of our trips may be used by the company in media or marketing purposes, including brochures, slides, video shows or the internet. Any written feedback supplied to the company may also be used for promotional purposes.

Limited Liability

Fieldskills Adventures Sdn Bhd do not accept responsibility for any loss, injury, illness, damage, accident, fatality, delay or inconvenience experienced during this adventurous trip. Fieldskills Adventures Sdn Bhd cannot be held liable for a lack of medical facilities nor the level of medical attention received.

Acceptance of Conditions

By payment of your booking, you agree to the terms and conditions as read. Fieldskills Adventures may ask you to sign a liability release form and parental consent form (if required) before you begin the trip. You may also be asked to fill out a medical form prior to your arrival.