

## ROAD ASSISTANCE SERVICE FOR SELF-GUIDED TOURS

As all weathered riders know cycling is a delicate type of transportation whether it is done occasionally as a hobby or as a way of life, and any bike no matter the quality can surprise a cyclist leaving he or she stranded during a ride due to a mechanical failure.

Our CycleGreece clients could find themselves in that unwished situation whether they enjoy our guided and fully supported tours or our self-guided tours where they're on their own.



On guided tours our personnel are present to repair any mechanical problem from flat tires to chain breaks to brake failure and even replacing the bike if that is our mechanics determination based on the safety of the client.

By contrast, the day's ride for a self-guided cyclist found in a situation like the aforesaid will be ruined if he or she is unable to remedy the problem. Distress will prevail if the cyclist cannot repair the bike and is stuck in the middle of a remote country road with no access to modern facilities.

We absolutely care about our clients' experience riding on a CycleGreece tour, and although our bikes and their parts are all of high quality and properly maintained before they're put on their next road trip, unexpected situations as described above cannot be ruled out.

Thus, we created the “Road Assistance Service” program where the self-guided cyclist is covered no matter what, when or where a problem is encountered. Our network of local associates are experts in all types of bike repairs and are relatively accessible to the bike routes in order to intervene at any time to rescue the cyclist. Our clients are given mobile phones for local use on 24/7 basis just for this type of emergency purpose.

This service is available to self-guided clients. All you need to do is leave us your credit card details. We will charge your card if and when an event occurs that compels you to activate the Road Assistance Service with the anticipated charges authorized by you in advance for this service depending on the location and degree of the repair service.

When you call our 24 hour emergency number, we arrange for a certified bike mechanic to drive to your location within a reasonable time to do all the necessary repairs to put you back on the road so that you may continue a joyous ride, problem solved.

In the likely event that you do not encounter a need to call for this road assistance service you do not incur any charges.

At the time of finalizing your booking, please let us know if you wish to enlist in our Road Assistance Service program. At that time we will take your credit card details and have you sign a form agreeing to the program’s terms which main term is that your card will not be charged unless and until authorized by you.

We strive to serve you the best way possible to enjoy Greece on two wheels. The CycleGreece team can offer this unique road service on all our self-guided tours since we are the premier and most professionally organized cycling tour operator in Greece providing tours to all the spectacular regions of this magical land and its islands.