

ROAD ASSISTANCE SERVICE PROGRAM FOR SELF-GUIDED TOURS

As all weathered riders know, cycling is a delicate type of transportation whether it is done as a hobby or way of life, and any bike no matter the quality can surprise a cyclist a mechanical failure.

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 cannot be ruled out.

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 decision based on the safety of the client.

On self-guided tours, you are given a kit to repair your own flats, brakes and what-not. However, if you do not feel inclined to fixing a problem or confident in your bike repair skills, our "Road Assistance Service" program was devised to assist the self-guided cyclist. Our network of local associates are expert bike mechanics and are relatively accessible to the bike routes in order to intervene at any time to rescue the cyclist.

When you opt to be included in this program, leave us your credit card details. We will charge your card if and when an event and provide you an anticipated charge depending on the location and degree of the repair service. The bike mechanic will 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.

Your credit card will not be used if the Road Assistance Service is not used.

A caveat to this program is that electric bicycles are not covered except for flat tires. This is because the electric bikes are sophisticated German models that are not found everywhere in Greece. When our e-bikes need repairs we take them straight to our source and their mechanics take care of these bikes.