



Cancellation & Refund Policy

NOTE: This Policy applies to riders who choose to cancel due to New York State mandates for “Large Group Gatherings” or personal choice regarding any pandemic outbreak as well as anyone else canceling their ride for any other reason.

Canceling the Ride

To receive a refund of your ride registration and, if applicable, shuttle reservation fee, minus a \$200 cancellation fee per person (fees increase after July 1, 2024), you must submit a [Rider Cancellation Form](#) no later than July 14, 2024. If your refund request is made after July 14, 2024, you will receive a credit for Cycle the Hudson Valley 2025 only. No shuttle reservation refunds or credits after July 14, 2024. No ride registration refunds or credits after July 25, 2024. All refunds are issued by check. **NOTE:** When canceling both the ride and the shuttle together, you will not be charged an additional fee to cancel the shuttle.

After July 14, 2024, to receive a credit for your ride registration, minus a cancellation fee per person (fees increase after July 1, 2024), you must submit a ride registration cancellation request form no later than July 25, 2024. Credits can be used toward next year’s PTNY Cycle the Hudson Valley bike tour. No credits after July 25, 2024.

Ride Cancellation Fees Through July 1, 2024

8-DAY RIDER: \$200 PER PERSON

3-DAY RIDER: \$100 PER PERSON

Ride Cancellation Fees AFTER July 1, 2024

8-DAY RIDER: \$300 PER PERSON

3-DAY RIDER: \$150 PER PERSON

Canceling Just the Shuttle

If you're still joining us for the ride but need to cancel your shuttle reservation and receive a refund minus a \$25 cancellation fee per person (fee increases on July 1, 2024), you must submit a [Shuttle Cancellation Form](#) no later than July 14, 2024. No shuttle refunds after July 14, 2024. No shuttle credits.

Shuttle Cancellation Fees

NOTE: If canceling the entire ride, only ride cancellation fees will be charged, even if your ride included the shuttle

UP UNTIL JULY 1, 2024: \$25 PER PERSON

AFTER JULY 1, 2024: \$40 PER PERSON

Cancellation Synopsis

- ALL REFUNDS WILL BE ISSUED IN CHECK FORM AND CAN TAKE UP TO 3 WEEKS TO PROCESS
- CANCELLATION FEES INCREASE per person after JULY 1, 2024
- NO SHUTTLE REFUNDS AFTER JULY 14, 2024
- NO RIDE REFUNDS AFTER JULY 14, 2024; CREDITS WILL BE AVAILABLE UP UNTIL JULY 25, 2024 AND ARE ONLY GOOD FOR CYCLE THE HUDSON VALLEY 2025.