



## **Cancellation & Refund Policy**

**NOTE:** This Policy also 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 cancelling 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 June 5), you must submit a [ride registration cancellation form](#) no later than June 19, 2023. If your refund request is made after June 19, 2023, you will receive a credit, minus the cancellation fee, good towards the Erie Canal 2024 only. No shuttle reservation refunds or credits after June 19, 2023. No ride registration refunds or credits after June 30, 2023. 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 June 19, 2023, to receive a credit for your ride registration, minus a cancellation fee per person (fees increase after June 5), you must submit a ride registration cancellation request form no later than June 30. Credits can be used toward next year’s PTNY Cycle the Erie Canal bike tour. No credits after June 30, 2023.

### **Ride Cancellation Fees Through June 5, 2023**

**8-DAY RIDER:** \$200 PER PERSON

**4-DAY RIDER:** \$100 PER PERSON

### **Ride Cancellation Fees AFTER JUNE 5, 2023**

**8-DAY RIDER:** \$300 PER PERSON

**4-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 June 5), you must submit a [shuttle cancellation form](#) no later than June 19, 2023. No shuttle refunds after June 19, 2023. There are 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 JUNE 5, 2023:** \$25 PER PERSON

**AFTER JUNE 5, 2023:** \$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 JUNE 5, 2023
- NO SHUTTLE REFUNDS AFTER JUNE 19, 2023
- NO RIDE REFUNDS AFTER JUNE 19, 2023; CREDITS ARE AVAILABLE (MINUS THE CANCELLATION FEE) UP UNTIL JUNE 30, 2023, AND CAN ONLY BE APPLIED TO CYCLE THE ERIE CANAL 2024.

## **Making Changes to Your Original Tour Choice**

If after you register, you find you need to change your tour choice from 8-day to 4-day or from the 4-day to the 8-day, please note that you will be charged a \$100 fee per changed registration.