



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 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 March 31), you must submit a [rider registration cancellation form](#) no later than June 12, 2026. If your refund request is made after June 12, 2026, you will receive a credit, minus the cancellation fee, good towards the Erie Canal 2026 only. No shuttle reservation refunds or credits after June 12, 2026. No ride registration refunds or credits after June 28, 2026. 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 12, 2026, to receive a credit for your ride registration, minus a cancellation fee per person (fees increase after March 31), you must submit a ride registration cancellation request form no later than June 28. Credits can be used toward next year’s PTNY Cycle the Erie Canal bike tour. No credits after June 28, 2026.

Ride Cancellation Fees Through March 31, 2026

8-DAY RIDER: \$200 PER PERSON

4-DAY RIDER: \$100 PER PERSON

Ride Cancellation Fees AFTER March 31, 2026

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, you must submit a [shuttle cancellation form](#) no later than June 12, 2026. No shuttle refunds after June 12, 2026. ***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 12, 2026: \$25 PER PERSON

Cancellation Synopsis

- CANCELLATION FEES INCREASE per person April 1, 2026
- NO SHUTTLE REFUNDS AFTER JUNE 12, 2026

- NO RIDE REFUNDS AFTER JUNE 12, 2026; CREDITS WILL BE AVAILABLE UP UNTIL JUNE 28, 2026 AND CAN ONLY BE APPLIED TO CYCLE THE ERIE CANAL 2027

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.