Cancellation & Refund Policy — Cycle the Erie Canal 2027

These terms govern any cancellation, refund, or credit of a Cycle the Erie Canal 2027 ("CTEC") registration, including e-bike charging, shuttle, and parking. "PTNY" means Parks & Trails New York, Inc. "Participant" means the registered rider or volunteer. The Tour starts on July 10, 2027. The "credit deadline" is Friday, June 25, 2027.

How to Cancel

1. To cancel, a Participant must submit the Rider Cancellation Form at https://www.ptny.org/events/cycle-the-erie-canal/cancel/. The cancellation date is the date PTNY receives the completed form. Emails, phone calls, and messages to Tour Staff do not count as cancellation.

Cancelling a Ride Registration

2. Refund period. If PTNY receives a Participant's form by May 31, 2027, the Participant receives a refund of the ride registration, e-bike charging, shuttle, and parking fees paid, minus the ride cancellation fee in the table below.

3. Late registration grace period. If a Participant registers after May 24, 2027, and PTNY receives the Participant's form within 7 days after registration and no later than the credit deadline, the Participant receives a refund as in item 2, minus the ride cancellation fee for the date PTNY receives the form.

4. Credit-only period. If PTNY receives a Participant's form after May 31, 2027, and by the credit deadline, and item 3 does not apply, the Participant receives a credit under item 10. Shuttle, parking, and e-bike charging fees are not credited.

5. No refund or credit. No refund or credit of any kind is given for cancellations received after the credit deadline, for not attending, for arriving late, or for leaving the Tour early. This includes when a Participant cannot start or finish the Tour because of an injury, illness, accident, or delay, including one that occurs while traveling to the Tour, at a parking lot or shuttle site, or while traveling between a parking lot and the Tour start.

6. Combined cancellations. When a Participant cancels the ride together with a shuttle, parking, or e-bike charging, only the ride cancellation fee applies.

Cancelling Only a Shuttle, Parking, or E-Bike Charging

7. Shuttle. If a Participant is still riding but cancels a shuttle reservation by May 31, 2027, the Participant receives a refund minus a $25 fee per person. No shuttle refunds after that date. Shuttle fees are never credited.

8. Albany parking. Albany parking reservations cancelled by May 31, 2027 are refunded minus a $25 fee per vehicle. No refunds or credits after that date.

9. Buffalo parking. Buffalo parking reservations cancelled by May 31, 2027 are refunded in full with no fee. No refunds or credits after that date.

Cancellation Fees

	Through Mar 31, 2027	Apr 1 – May 31, 2027	Jun 1 – Jun 25, 2027	After Jun 25, 2027
8-day rider	$250 per person	$400 per person	$400 per person, credit only	No refund or credit
4-day rider	$150 per person	$250 per person	$250 per person, credit only	No refund or credit
Shuttle only	$25 per person	$25 per person	No refund	No refund
Albany parking only	$25 per vehicle	$25 per vehicle	No refund	No refund
Buffalo parking only	No fee	No fee	No refund	No refund
E-bike charging only	No fee	No fee	No refund	No refund

Credits

10. A credit equals the amount the Participant paid for ride registration, minus the ride cancellation fee. It excludes donations, merchandise, shuttle, parking, and e-bike charging fees, and credit card or processing fees, even if paid in the same transaction. A credit is

issued as a code for a specific dollar amount. It may be used toward registration for either Cycle the Erie Canal 2028 or Cycle the Hudson Valley 2028. It is not transferable to another person, has no cash value, and expires if not used for one of those 2028 Tours.

Other Terms

11. Refunds. Refunds cover only the ride registration, e-bike charging, shuttle, and parking fees paid, minus any applicable cancellation fees. Donations, merchandise, and credit card or processing fees are not refunded. PTNY issues refunds to the original form of payment within 30 days of the cancellation date. The time it takes for a refund to reach the Participant's account depends on the card issuer or payment processor and is outside PTNY's control. If a Participant paid a discounted or waived registration fee, including through the Tour Access Program or a promotional code, only amounts actually paid are eligible for any refund or credit. The discount or award itself has no cash value and is not refundable, creditable, or transferable.

12. E-bike charging fee. If a Participant cancels the ride, or cancels only e-bike charging, by May 31, 2027, the e-bike charging fee is refunded in full with no fee. No refunds or credits of the e-bike charging fee after that date.

13. No transfers. Registrations may not be transferred to another person.

14. Illness and public health. This policy applies to cancellations for any reason, including illness, injury, public health orders, and personal choice regarding any outbreak.

15. Removal. If Tour Staff remove a Participant from the Tour under the Participant Responsibilities & Code of Conduct, no refund or credit is given.

16. Exceptions. PTNY may, in its sole discretion, grant a refund, credit, or fee waiver in an individual case. Any such exception applies only to that case. It does not change this policy, set a precedent, or give any other Participant a right to the same or similar treatment.

If PTNY Changes or Cancels the Tour

17. Changes. Route changes, shortened or cancelled riding days, cancelled activities, and changes to venues, meals, or services do not entitle a Participant to a refund or credit.

18. Cancellation of the entire Tour. If PTNY cancels the entire Tour:

- **30 or more days before the Tour starts,** each Participant may choose either a credit for the full ride registration, e-bike charging, shuttle, and parking fees paid, or a refund of those fees minus the ride cancellation fee shown in the table for the date PTNY announces the cancellation.
- **Fewer than 30 days before the Tour starts,** each Participant receives a credit for those fees minus the ride cancellation fee shown in the table for the date PTNY announces the cancellation. No cash refund is given.
- **After the Tour begins,** no refund or credit is given. PTNY may offer a partial credit under item 16.

Credits under this item follow the terms in item 10, and donations, merchandise, and credit card or processing fees are never refunded or credited.

19. Circumstances beyond PTNY's control. PTNY is not responsible for delays, changes, or cancellation caused by weather, extreme heat, natural disasters, fire, flood, public health emergencies or orders, government action, trail or road closures, venue or vendor unavailability, civil unrest, or other circumstances beyond its reasonable control. In those cases, any refund or credit is limited to what item 18 provides.

Agreement

This policy is accepted electronically during online registration. No printed copy needs to be signed or returned.