Booking Confirmation

Travel Regulation Insolvency Protection Insurance

We, Riva Cycling Ltd, are committed to customer satisfaction and consumer financial protection.

We are therefore pleased to confirm to you that, in accordance with our obligations under the current Package Travel and Linked Travel Arrangements Regulations July 2018 No.684, we have purchased Travel Regulation Insolvency Protection Insurance in our name for your benefit. All passengers booking with Riva Cycling Ltd, are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation/continuation if required, arising from the cancellation or curtailment of your travel/accommodation arrangements due to the insolvency of Riva Cycling Ltd.

This insurance policy has been arranged by Everywhen with AXA Insurance UK plc (the insurer). Please contact us if you require a copy of the policy wording.

Making a claim

To make a claim, please contact Everywhen using the contact details shown below

Telephone **(+44)1932 334140**

Email **tcs@everywhen.co.uk**

Please be aware that

- Everywhen cannot make alternative travel or repatriation arrangements on your behalf
- A claim will not be considered until insolvency has been verified by the insurer and the Administrators.

Policy exclusions: This policy will not cover any monies paid for Travel Insurance or any claim relating to Air Flights. If you have booked flights as part of your travel, you should ensure that the company with which you booked the flights has the appropriate CAA/ATOL bonds in place.

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