

## **FAQ - Frequently Asked Questions:**

### **How is a typical tour day at Freeride Madeira?**

- On a typical day you meet us at our shop at 8:50 to fill in the tour agreement form, get equipped and make the payment. We leave around 9:05 in a van to the mountains and start riding from the top. We ride until lunch time and then the group stops at a local restaurant (not included in tour price). After lunch we ride until around 16:00 and arrive around 16:30/17:00 to the shop/Funchal.

### **How is the process of booking a single day or bike holiday package?**

- We need to know what type of tour you would like to book, for how many riders, riding level, if you need to rent a bike and if you do, we need your height and weight.
- You may use the booking form on our website or email us your request to [info@freeridemadeira.com](mailto:info@freeridemadeira.com).
- The details of the booking will be settled on the email conversations.
- To secure your reservation, you are required to make a bank transfer of 30% of the total amount to our account. No bookings/reservations are secured without paying a deposit.

### **Can I book a bike holiday without booking accommodation with Freeride?**

- Yes, you can book only the guided tours and as many as you wish.
- You can also book only the tours + airport transfers.

### **If I book accommodation with Freeride Madeira, will there be bike storage?**

- Yes, all the accommodation options we have on our website have bike storage.

### **Are all tours guided?**

- Yes, there is always a guide in front of the group.

### **Can I book only the shuttle to the mountains?**

- No, we don't do shuttle only. It's always guided/shuttled tours.

### **Do I go in a group? What's the maximum group size I can book?**

- You go in group if you are less than 7 riders. Our 9 seater vans can take up 7 riders + driver + guide.
- We have a bigger van that can take up to 16 riders + driver + guide.

### **Can I book a private tour?**

- Yes, we do private tours depending on availability. The cost of a private tour is €595 not including bikes. By booking a private tour you get 1 van, driver and guide only for you.

### **If I book a bike holiday do I have to start on a specific day of the week?**

- No, you can start on any day of the week.

### **Can I book a bike holiday package with as many nights at the accommodation and riding days as I want?**

- Yes, just let us know when and how many.

### **Can I book half days?**

- We don't do half days.

### **Do I get picked up from my hotel or apartment?**

- We don't pick up riders as that would make us waste riding time.

- If your group is 7 riders we may pick up depending on the location.
- You can book accommodation anywhere on the island but keep in mind that you need to meet at our shop at 8:50 on the riding days.

**Where's the best place to book accommodation if I'm booking it on my own?**

You can book accommodation close to 2 spots:

1- close to our shop so you can meet us at 8:50 on the riding days. Here: <https://goo.gl/maps/Zdg8V1Nra3rx76cY8>

2- close to the cable car bus stop so we can pick you up at 9:15 on the riding days. Here: <https://goo.gl/maps/Xy98mgCBjfgu3GWq7>

**If I book several days, will I ride the same trails?**

- Most trails will be different but you may repeat 1 to 3 trails on a 5 days bike holiday.

**If I need to cancel due to Covid, do I lose my deposit?**

- We don't refund the deposit but you can use it on your next visit to Madeira.