

Hosted-Buyer Terms & Conditions

This special Meetings & Events educational tour of Gran Canaria is fully-hosted for bona fide, qualifying buyers who fulfil attendance criteria. We include (and organise) return flights from your selected airport, transfers between Las Palmas LPA and selected local venues, appropriate transport during the educational, all accommodation, food & beverage, social & activity/cycling programme – including bikes, professional guides & ‘on-road’ group ride management with mechanical & medical support. You may incur some discretionary/optional costs of your own choice, during your stay in our partner hotels (see below).

We are making considerable investment into the limited number of places for MICE event buyers from across Europe & therefore have reciprocal terms & conditions. By submitting your application & personal information (following initial ‘interest’ enquiry) you agree to the terms & conditions (T&C’s) of the organiser, Gran Canaria Convention Bureau (GC_CVB) as summarised here.

Data Management & Protection

- By completing our online application, you agree to allow GC CV to electronically retain your business data, contact details & personal information
- You also agree that the GC CVB may share your personal data with participating sponsors / partners involved in the organisation & administration of the educational visit
- You agree that we can share your attendance with fellow & potential participants, we may invite
- We will not share your data with 3rd-parties or other commercial bodies not directly involved in the organisation, hosting & administration of the event
- Should you not agree or have any questions, please email: jointheride@meetsleepcycle.com

References

- We may wish to check business references beyond ‘top-line’ application information & will contact you for further information on business sectors, clients, events etc as required
- In most cases, we do not expect this process to be necessary for this educational event

Travel Arrangements

The process is as follows:

- Complete the online application form providing your personal & business information
- Confirm that you accept all T&C’s before submitting your application
- Once approved, we’ll contact you as soon as we are able, to confirm your place on the tour
- We will then send you proposed flights to/from LPA which fit your stated preferences & event timings
- You will be asked to reconfirm the flights selection by email, which we will then arrange on your behalf
- We’ll send your flight confirmation details with necessary access codes
- Airport transfers are provided between LPA and our selected hotels on Days 1 and 4
- If you prefer to make any changes to your route, carrier, timings etc once flights have been confirmed, associated costs will not be included & become your own responsibility
- You will receive further updates before December, including details of cycling & other experiences
- We reserve the right to amend the published programme, including hotels/venues as communicated, based upon any local or international developments
- Any operational changes for whatsoever reason, do not give licence for withdrawal – which would incur cancellation charges as set out below
- Final joining instructions & programme will be communicated 10-14 days prior to travel
- Then just come & ‘MeetSleepCycle’ with warm-weather inspiration for future business to Gran Canaria!

Accommodation

MeetSleepCycle Gran Canaria'25 includes:

- 3 nights, single-room accommodation at our selected partner hotels on B&B basis
- 1 night to be spent at each of 3 hotels in different locations of Gran Canaria
- Local taxes & guest-room costs associated with the programme are included for bona fide buyers
- Sales presentations & venue tours by participating Gran Canaria venues & companies
- Dinners to be varied between in-house hotel & external MICE-relevant restaurants /venues
- All Cycling experiences, route planning, professional guides & on-road mechanical/medical support
- High-quality bike provision – either road bike or e-bike, according to your preference
- Optional hotel services such as additional drinks, laundry, room service, spa/wellness treatments, early/late check-in etc are not included and are at personal cost
- You will need a valid credit card at check-in for each hotel
- In applying for MSC25 Gran Canaria you accept all codes of conduct at our selected hotels & venues
- Anti-social behaviour or criminal activity unacceptable to our ground partners & hosts will result in dismissal from the programme with all educational tour costs charged & payable within 14 days
- You are liable for any loss or damage which you may cause to any venue or equipment provided as part of this hosted-buyer package
- Any unlikely actions of this sort will also be reported to director-owners of your organisation

Liability for Travel Changes

Gran Canaria CVB & our partners will not be held liable or responsible for any of the following:

- Missed flights / no-shows
- Accommodation or travel for any other buyers/guests you may like to entertain
- Flight or travel delays, cancellations or missed connections
- Refusal of permission to board by the airline or other transport provider, or refusal of entry into Gran Canaria or another country en route, including visa refusal
- Delay, loss of baggage or excess baggage charges – any related disputes must be resolved directly with the airline
- Replacement travel arrangements or additional costs arising from any of the above
- Taxi fares or transportation when arriving outside of the programme dates, or when our transfers are available at LPA but bypassed in preference for alternative, personal transport

Please note carefully:

- It is your responsibility to ensure that you have necessary & valid travel documentation (passport, visas if applicable) & that you commit fully to the programme dates/ground elements
- You must not bring any hazardous materials, weapons, or illegal substances to the event. Any such items will be confiscated & you may be refused entry or removed from the event, as well as being reported to Gran Canaria police authorities
- Travel to & from your local, departure/arrival airports are not included and costs incurred will not be reimbursed
- We reserve the right to make changes to the published programme based on our judgement of elements such as weather, health concerns, adverse social or political developments and any other variation that may threaten the safe delivery of the planned itinerary
- In any such situation we will keep you advised & informed to the best of our ability at all stages
- Your hosted buyer package is exclusively for our invited Meetings & Events decision-makers & we cannot entertain personal partners during programme dates – but you may request flight dates pre/post MeetSleepCycle 2025 if you would like to extend your stay

Cycling Experiences

- If you enjoy warm-weather cycling in the great outdoors with stunning scenery, great company & can ride up to 2+ hours at a time, then this is for you! We build-in stops & allow for different ride pace between individuals, with our expert guides covering all the moves
- There are 2 formats for our island discovery: Road or E-bike with 2 groups following a similar itinerary and professional guides for maximum enjoyment of our beautiful destination. There will be slightly different distances/metres of ascent involved in each format & we have mechanical /medical support en route throughout. Two groups meet at key coffee & lunch-stops with variations each day.
- By applying for MSC25 you warrant that you are a competent, safe cyclist and capable of controlling your preferred bike-type under all circumstances & conditions
- You will be advised on the best cycling clothing to bring; the rest of the educational visit will involve very casual clothing & we encourage you to pack as lightly as possible
- You can hire helmets from our local supplier but it is better to bring your own
- If you use cycling shoes & cleats, then you should bring shoes & pedals for bike-fit by our mechanics – otherwise, flat pedals will be fitted for those unaccustomed to cleats
- Details of the routes, distances & elevation will also be available via our MSC in-ride app
- We guarantee a unique & valuable educational visit to Gran Canaria, with authentic island food, well-earned recovery drinks & top-class banter with peer-group pros!

Code of Conduct

- We are committed to creating a safe, respectful & professional environment for all guests, staff, local partners & participants while also ensuring great camaraderie & enjoyment of the tour
- You agree to uphold our standards & to conduct yourself with courtesy & professionalism throughout
- This includes adhering to all applicable laws, venue regulations & any guidance or instructions provided by our event team

Personal Travel, Activity, Medical & Liability Insurance

- By applying for MSC25, you warrant to have valid travel-medical-public liability insurance that gives you specific cycling cover for Gran Canaria (some workplace policies may not cover Cycling with inclusive public liability)
- If required, we can advise you on specialist cycling insurance companies to contact & will check to ensure that you have adequate cover in place prior to travel. We cannot accept any buyer without this type of comprehensive travel, sporting activity & medical insurance
- Insurance is at your own arrangement/cost & is not included in the hosted-buyer package

Medical Conditions, Health & Safety

- You agree to comply with all safety instructions & guidelines provided by our team in Gran Canaria for cycling & all other activities
- You are responsible for your own health and safety throughout. This entails taking reasonable precautions to avoid accidents & injuries to yourself and others. You will need to understand & respect the advice around cycling-specific nutrition, hydration & recovery
- You are also expected to use appropriate cycling clothing as advised for each day of the tour
- Appropriate and in-date cycling helmets giving best head-protection in the case of accident are obligatory for all cycling stages irrespective of your personal preferences, even in hot conditions

- In addition to professional road-guides, we provide medical support during all cycling stages but you remain personally responsible for carrying any personal medication & supplies you may need
- We expect you to advise us of any medical conditions, allergies or particular needs in the full application form prior to acceptance to enable appropriate preparation +/- or response in the case of any personal need while in Gran Canaria
- While such disclosure is at your own discretion, we cannot be held responsible or liable for any adverse incident or situation related to such medical conditions/needs, whether or not declared
- By applying for & attending this event, you accept the inherent risks associated with participation and, in particular, you understand the nature & potential dangers of the cycling activities included
- We do not accept any liability for injuries, illnesses, or other health-related issues that may arise from participating in this event
- It is your own responsibility to be familiar with emergency procedures/equipment at host venues
- In the event of accident, emergency or any force majeure situation, all guests should follow the instructions of our management ground team who will be in attendance throughout
- While Covid-19 is currently not a major public health threat, you may need to follow protocols in place at the time of the event should an outbreak of Covid or any other disease require
- You are obliged to advise us and must not attend the event if you are experiencing symptoms of Covid-19, any other contagious/infectious disease, or you have been advised to self-isolate for any other reason whatsoever

Application & Cancellation

- On-line applications do not guarantee acceptance or allocation of a place on the educational – our event will be over-subscribed by leading MICE buyers from across Europe
- We will process all applications promptly and aim to respond to you within 3 working days at most
- Unfortunately, we cannot hold provisional places open for any applicant
- Acceptance of your application is contingent upon agreement with our T&C's without exception
- English is the Gran Canaria tour language. You need to speak business-standard English to participate fully and to communicate with our professional cycling guides - although you'll hear plenty of Spanish!
- We understand that changes in our busy lives can arise after commitment to industry events but given the investment we make in confirming your fully-hosted participation, any cancellation on your behalf for any reason whatsoever, will require you to provide a suitably-senior colleague from within your own organisation, someone professionally involved in recommendations & decisions on international meetings & events
- Freelancers who may work with you on a contract basis are not acceptable for substitution purposes
- Any such substitutes are required to complete the online application for our assessment and to accept our full Terms & Conditions
 - If we are advised of any withdrawal following acceptance and allocation of a place on the tour without a suitable substitute, we reserve the right to invoice you for all travel & any other costs incurred, which may include costs of hotel & ground arrangements, including our administration time
- Any such cancellation charge for withdrawal without a valid substitute will be no less than €500
- Such cancellation invoices are payable within 14 days of issue
- If we are able to fill your cancelled place by accepting an alternative applications from another organisation, such cancellation charges will be minimized but still invoiced
- Should any new information arise concerning your status, professional responsibility for MICE events or any change of organisation/employment that makes participation less relevant, we reserve the right to cancel your place and to charge in full for travel/all other costs incurred, including admin time
- Any change of business & title does not preclude you from participating in any new but relevant role

- Cancellations & substitutions are not permitted after 30 November 2025 and any withdrawals after this date will be quantified and invoiced in full
- While we will do all to assist with any bona fide withdrawal, any new medical conditions or difficult family circumstances do not, unfortunately, alter these terms & conditions
- If you have a disability or medical condition that requires special arrangements, please notify us of your requirements **at point of application** or contact: jointheride@meetsleepcycle.com

Event Cancellation

- In the case of *force majeure* event cancellation as a result of events beyond our control, Gran Canaria CVB will not be liable for any consequential damages or costs incurred outside the hosted-buyer package as a result of such cancellation
- This includes all man-made emergencies, natural disaster, political & civil or social disruption, strikes & industrial action, acts of terrorism, war or measures imposed by any government

Publicity & Copyright

- We will take/record photos & videos of the event and you may be featured in such images which we will use for marketing purposes in the promotion of our business and destination
- If for any reason, you do not wish to be included in any photos or videos during the educational tour, **please advise us at point of your application**
- All such images will be owned by Gran Canaria CVB/MeetSleepCycle but you are entitled to use the event images for your own personal, legal & business-legitimate purposes
- You are not, however, entitled to copy such materials or to give authority to any third party to use our images & materials without our written permission

Privacy

- We abide by relevant Spain's primary data protection legislation - Organic Law 3/2018 on the Protection of Personal Data & Guarantee of Digital Rights (LOPDGDD) in line with the independent Spanish Data Protection Agency (AEPD) guidelines
- We undertake not to share your data with any third party not directly involved in the organisation, sponsorship, hosting, administration of and participation in this educational tour event without your express permission

Now you have read & absorbed all the above Terms & Conditions, Chapeau!

Please feel free to contact us with any questions at:

jointheride@meetsleepcycle.com

Join The Green Ride!