

BOOKING TERMS AND CONDITIONS

GRAVITY LINES

Version 1.2 — September 2026

1. Introduction

These Booking Terms and Conditions govern the booking, payment, participation in, and operation of Gravity Lines mountain bike tours and expeditions in Ecuador.

By submitting a booking request, continuing with a booking, accepting these Terms and Conditions through the applicable electronic process, making the required payment, or participating in a Gravity Lines tour, the client confirms that they have read, understood, and accepted the applicable booking conditions, tour information, Rider Profile, equipment requirements, cancellation policy, recommendation regarding personal insurance, the image and audiovisual content use policy set out in Section 16, and the operational requirements. Electronic acceptance of these Terms and Conditions does not replace the Informed Consent and Assumption of Risk that each rider must sign individually before beginning riding activities.

These Terms and Conditions apply to:

- scheduled Highline Traverse departures published on the Gravity Lines website;
- Highline Traverse on private dates, Northern Flowlines, Central Icons, Andes Gravity Full Day, and other private or on-request tours;
- custom itineraries, private departures, and additional services expressly confirmed in writing by Gravity Lines.

2. Gravity Lines as Tour Operator

Gravity Lines designs and operates mountain bike travel experiences in Ecuador focused on natural terrain, enduro and gravity riding, small groups, and local logistics.

The services included in each booking are only those expressly described in the confirmed tour information, itinerary, proposal, invoice, or booking confirmation.

Unless expressly included in the confirmed booking, Gravity Lines is not responsible for international flights, visas, personal equipment, additional accommodation, optional activities, meals, or other services outside the confirmed itinerary.

Personal travel insurance or medical assistance coverage is not included, sold, arranged, brokered, managed, or verified by Gravity Lines. Gravity Lines strongly recommends that each rider consider whether appropriate personal insurance is advisable for their trip and planned activities, but it is solely the rider's responsibility to determine the coverage they consider appropriate.

3. Types of Bookings

Gravity Lines operates two main booking flows: scheduled departures and private/on-request tours.

3.1 Scheduled Departures

Highline Traverse may be offered through scheduled departures published on the Gravity Lines website. Availability and remaining capacity are shown before payment. The client may proceed to checkout only for a departure that has available capacity when the payment session begins.

3.2 Private / On-Request Tours

Highline Traverse on private dates, Northern Flowlines, Central Icons, Andes Gravity Full Day, and other private or on-request tours are requested by the client for their preferred dates.

The website may allow the client to request any preferred date. The ability to submit a date does not mean that the date has already been confirmed or reserved. Gravity Lines will review operational feasibility and subsequently confirm the requested dates or, when necessary, propose alternative dates.

For standard private products, the website automatically calculates the current price based on the selected product and number of riders, using the applicable Gravity Lines pricing structure. That price remains subject to confirmation of the requested dates and standard services. If the client requests substantial changes to the standard product, including changes to duration, itinerary, accommodation, riding zones, or additional services, Gravity Lines may issue a custom quotation.

4. Booking Process and Availability

A booking is considered confirmed only when the applicable availability has been confirmed, the client has accepted these Terms and Conditions, and the required payment has been successfully completed and recorded in accordance with this document.

4.1 Scheduled Highline Traverse Departures

The client selects an available published departure and the number of riders. If the departure is sold out or unavailable for any other reason, the client will not be able to complete a booking for that departure and may select another departure or request private dates.

When the client enters the payment stage for a scheduled departure, the selected spots may be temporarily held for 30 minutes while payment is completed. The checkout must clearly inform the client of this 30-minute payment window. This temporary hold does not, by itself, confirm the booking.

The booking is confirmed when the payment gateway informs the Gravity Lines booking system that the transaction has been captured or successfully completed. The system will automatically update the booking status and the remaining capacity for that departure. Routine confirmation of online payments will not depend on manual approval by Gravity Lines.

If the payment gateway does not confirm a captured or successfully completed payment within the 30-minute hold period, the temporarily held spots may be released automatically and made available to other clients. A payment that is merely initiated, authorized, pending, declined, cancelled, or abandoned does not confirm the booking.

If a payment is successfully completed but a technical delay or communication failure prevents the booking system from properly receiving confirmation, Gravity Lines may review the payment and system records and resolve the booking by confirming the spots if capacity remains, offering an appropriate alternative, or refunding the affected payment where appropriate.

4.2 Private and On-Request Tours

For a private or on-request tour, the client submits the selected product, preferred dates, number of riders, and any relevant travel preferences. Submitting a request does not by itself confirm or reserve the tour.

Gravity Lines will review the request based on operational feasibility, including guides, vehicles, accommodation where applicable, trail and access conditions, logistics, group size, and other relevant factors. Gravity Lines will confirm the requested dates or, when necessary, propose alternative dates.

Once Gravity Lines confirms a private or on-request tour and sends the corresponding confirmation and payment invitation, the client will have 72 hours to complete the required payment and secure the requested dates. The confirmation or payment invitation must clearly state this 72-hour payment window.

If payment is not completed within 72 hours, the requested dates will no longer be guaranteed. The underlying request will not be automatically cancelled solely because that period has expired, but the dates may require reconfirmation before payment, and Gravity Lines may allocate its operational resources to other bookings.

4.3 Changes in the Number of Riders Before Confirmation

For products whose price depends on group size, the price per rider and the total booking value may change if the number of riders changes before the booking is confirmed. The applicable price will be the price shown or confirmed for the final number of riders at the time the required payment is made, unless otherwise agreed in writing.

4.4 Review of Confirmation and Correction of Errors

The client must review the booking confirmation, dates, selected product or tour, number of riders, amount paid, and other relevant information communicated by Gravity Lines, and must report any error or inconsistency as soon as reasonably possible.

Gravity Lines may correct obvious typographical, administrative, or technical errors. A confirmed and paid booking will not be subject to a subsequent discretionary price change. If an obvious error materially affects a booking that has

already been paid, Gravity Lines will inform the client and propose a reasonable solution, including, where appropriate, the option to cancel the affected booking and receive the applicable refund.

5. Payment Process

5.1 Currency and Price

All prices are stated in United States dollars (USD), unless otherwise indicated. The applicable price will be the price shown in the booking flow or confirmed in writing by Gravity Lines for the selected product, number of riders, dates, and confirmed services.

The final price may vary depending on group size, requested dates, accommodation or supplier availability, optional add-ons, and confirmed itinerary details. Substantial changes to a standard product may require a custom quotation.

5.2 Bookings Made More Than 60 Days in Advance

For bookings made more than 60 days before the tour start date, the client may secure the booking by paying a deposit of 35% of the confirmed total tour price. Alternatively, the client may choose to pay 100% of the confirmed price at the time of booking.

If a 35% deposit is paid, the remaining balance must be paid no later than 60 days before the tour start date.

5.3 Bookings Made 60 Days or Less Before Departure

For bookings made 60 days or less before the tour start date, full payment of the confirmed price is required to secure the booking.

5.4 Payment Window for Scheduled Departures

For a scheduled Highline Traverse departure, the selected spots may be held for 30 minutes while the client completes payment. The temporary hold will expire if the gateway does not confirm a successful payment within that period, in accordance with Section 4.1.

5.5 Payment Window for Private / On-Request Tours

For a private or on-request tour, payment is requested only after Gravity Lines confirms operational availability. Once the confirmation and payment invitation have been sent, the client will have 72 hours to complete the required payment and secure the confirmed dates. If payment is not completed within that period, the dates may require reconfirmation.

5.6 Confirmation of Online Payments

For online payments, a booking is considered paid only when the payment processor reports that the transaction has been captured or successfully completed and the Gravity Lines booking system records that confirmation. A transaction that is merely initiated, authorized, pending, failed, declined, cancelled, reversed, or incomplete does not secure a booking until payment has been captured or successfully completed.

Gravity Lines may use one or more payment processors or payment methods. The method available to a client may depend on the booking amount, country, payment platform, banking conditions, or operational requirements.

Any bank, transfer, payment platform, card, currency conversion, or third-party cost that may legally be charged to the client must be disclosed where applicable. Gravity Lines is not responsible for exchange-rate differences or charges independently imposed by the client's bank, card issuer, or payment provider.

5.7 Overdue Balance

If a remaining balance is not paid by the required deadline, the booking will be considered overdue and will be subject to administrative review. The booking is not automatically cancelled or forfeited solely because the payment deadline has passed.

Gravity Lines may contact the client, suspend further operational commitments, request immediate payment, or cancel the booking after written notice if the overdue balance remains unpaid. If the booking is cancelled for non-payment, the applicable cancellation charges and non-recoverable costs may apply.

6. Rider & Emergency Information After Payment

Gravity Lines prioritizes a simple purchase flow. Individual operational information for riders will not be required as a condition before payment, except for the minimum data necessary to process the booking.

Once the required payment has been completed and the booking has been recorded, Gravity Lines may request the individual information necessary to prepare and operate the tour. When a booking includes several riders, an individual form may be required for each participant.

Post-payment information may include:

- full legal name and contact details of each rider;
- passport or identification document, when required;
- date of birth, when necessary for operations or to identify underage participants;
- arrival and departure details;
- emergency contact;
- relevant dietary restrictions and allergies;
- medical information, injuries, medication, or conditions relevant to safety and emergency response;
- bike and equipment information;
- bike or equipment requirements to be provided or coordinated by Gravity Lines, where applicable;
- other logistical information reasonably necessary to operate the tour safely and efficiently.

The Rider & Emergency Information forms part of the post-payment operational process and does not replace the Informed Consent and Assumption of Risk. Failure to provide material information necessary for safety or operations may limit or prevent a rider's participation until the required information is provided.

7. Cancellations, Changes, and Refunds

7.1 Cancellations by the Client

If the client wishes to cancel a confirmed booking, the cancellation request must be sent to Gravity Lines in writing. The cancellation will take effect on the date Gravity Lines receives the written request.

Because Gravity Lines incurs costs and operational commitments in preparing each tour, the following cancellation charges will apply unless different terms have been expressly agreed in writing:

Time before tour start date	Cancellation charge
More than 60 days before departure	35% of total tour price
31 to 60 days before departure	50% of total tour price
15 to 30 days before departure	75% of total tour price
14 days or less before departure / no-show	100% of total tour price

Deposits, administrative charges, bank charges, payment platform fees, card charges, transfer costs, currency exchange costs, and any non-recoverable third-party costs are non-refundable to the extent permitted by applicable law and these Terms and Conditions.

If one or more riders in a private group cancel, the price per rider for the remaining participants may increase because the applicable group-size rate may change. The remaining riders will be responsible for the resulting price adjustment if they choose to continue with the tour.

If the reason for cancellation is covered by the client's own travel insurance, the client will be responsible for submitting the claim directly to their insurer or assistance provider.

7.2 Changes Requested by the Client

Any request to change a confirmed booking must be sent to Gravity Lines in writing. This may include changes to the tour date, tour type, number of riders, participant, accommodation, rental equipment, itinerary, or trip duration.

Gravity Lines will make reasonable efforts to accommodate requested changes, but they are not guaranteed and remain subject to operational feasibility, supplier conditions, safety, and availability.

Any change may generate additional costs, including accommodation, transport, guide, rental, administrative, banking, or supplier costs. No change is guaranteed within 30 days before the tour start date.

If Gravity Lines cannot accommodate the requested change and the client does not wish to continue with the original confirmed booking, the change request may be treated as a cancellation by the client and the cancellation charges in Section 7.1 may apply.

7.3 Transfers to Another Rider

A confirmed rider may request to transfer their spot to another rider, subject to Gravity Lines' written approval. The substitute rider must meet the Rider Profile, equipment requirements, and operational requirements of the tour, complete the required individual information after payment, and sign their own Informed Consent and Assumption of Risk before participating.

If the substitution does not generate additional costs for Gravity Lines, the rider change may be made without surcharge. If the substitution generates administrative, banking, supplier, accommodation, rental, transport, or other operational costs directly attributable to the change, those costs must be borne by the relevant client or rider. Gravity Lines may refuse a transfer when the substitute rider does not meet information, safety, or operational requirements, or when the request is made too close to departure to allow the change to be reasonably completed.

7.4 No-Show, Late Arrival, and Early Departure

If the client does not arrive at the agreed meeting point, arrives late, misses part of the tour, or leaves the tour early for reasons not caused by Gravity Lines, no refund will be provided for unused services.

Gravity Lines is not responsible for missed or delayed flights, immigration issues, lost or delayed luggage, personal delays, missed transfers, or other travel disruptions outside its reasonable control. Any additional costs caused by such events will be the client's responsibility.

If a client leaves the tour early because of injury, illness, personal decision, lack of required equipment, failure to meet safety requirements, or inability to continue safely, no refund will be provided for unused services unless mandatory law provides otherwise.

7.5 Refunds

Where a refund is due, Gravity Lines may deduct non-refundable costs already incurred, including payment platform fees, bank charges, transfer costs, currency exchange costs, administrative costs, and third-party supplier charges, to the extent permitted by applicable law.

Refunds will normally be processed using a method compatible with the original form of payment, taking into account banking conditions, payment platform restrictions, and applicable costs. Gravity Lines is not responsible for delays caused by banks, payment processors, or third-party financial institutions.

No refund will be provided for unused services due to personal decision, late arrival, early departure, failure to have required travel documents, personal equipment issues, failure to comply with safety requirements, or circumstances outside Gravity Lines' reasonable control, unless mandatory law provides otherwise.

8. Changes or Cancellations by Gravity Lines

8.1 Itinerary Flexibility

The client acknowledges that Gravity Lines tours take place on natural terrain, in mountain environments, and under changing Andean conditions. Routes, schedules, riding zones, accommodation, transport, and daily plans may require adjustments before or during the tour.

Gravity Lines may make reasonable changes due to weather, trail or road conditions, safety considerations, altitude, local events, access restrictions, vehicle issues, guide assessment, supplier availability, or circumstances outside Gravity Lines' reasonable control.

Minor changes do not entitle the client to a refund. Minor changes may include changes to riding order, route selection, daily schedule, accommodation of a reasonably comparable standard, vehicle logistics, meal times, or support arrangements.

8.2 Changes for Safety Reasons

Gravity Lines may modify, shorten, substitute, or cancel any ride, route, or activity if the guide or operator reasonably considers that continuing would create an unacceptable or unreasonable safety risk to the client, the group, staff, suppliers, or third parties.

Safety-related changes may be made because of weather, terrain conditions, rider fatigue, injury, mechanical issues, landslides, road closures, local restrictions, altitude, visibility, emergencies, or any other relevant condition. The guide's decision regarding route safety and group management will be final during the tour.

8.3 Rider Ability, Equipment, and Safety Adjustments

The client acknowledges that Gravity Lines tours require an appropriate level of mountain bike experience, physical fitness, bike-handling ability, and equipment, as described in the applicable tour information and Rider Profile.

Gravity Lines does not formally certify, assess, or approve a rider's ability before the tour. The rider is responsible for determining whether their riding level, physical condition, equipment, and experience are suitable for the selected tour.

During the tour, the guide may modify, limit, substitute, or cancel a ride, route, or activity for an individual rider or the group if, in the guide's reasonable judgment, actual ability, physical condition, equipment, fatigue, behavior, or decision-making creates a safety risk, materially affects group progress, or makes the planned itinerary unsuitable.

Where reasonably possible, Gravity Lines may offer an adjusted riding plan, an alternative route, or a private support option. These alternatives are subject to guide and vehicle availability, route conditions, safety, and additional costs, and are not guaranteed to be equivalent in duration, difficulty, location, or value to the original itinerary.

No refund will be provided for rides, routes, or activities not completed because of insufficient ability, inadequate physical condition, unsafe equipment, fatigue, behavior, failure to follow guide instructions, or a substantial difference between the experience declared and the actual demands of the tour.

8.4 Significant Changes Before Departure

If Gravity Lines needs to make a significant change before the tour start date, it will make reasonable efforts to inform the client as soon as reasonably possible.

A significant change may include a substantial change to the confirmed tour dates, a material reduction in the number of riding days, a major change to the principal riding region, or a material change to the standard of confirmed accommodation.

Where reasonably possible, Gravity Lines may offer one or more of the following options: accept the revised arrangements; transfer the booking to another available date; accept an alternative tour or itinerary; or receive a refund of recoverable amounts paid, subject to non-refundable costs already incurred and applicable mandatory law.

8.5 Cancellation by Gravity Lines

Gravity Lines may cancel a tour before departure if it cannot be operated safely, legally, or reasonably due to circumstances outside its control, operational impossibility, supplier failure, force majeure, access restrictions, safety conditions, or the client's failure to meet payment or documentation requirements after any applicable notice or review process.

If Gravity Lines cancels a tour for reasons within its reasonable control, it may offer an alternative date, an alternative itinerary, or a refund of amounts paid, less non-refundable third-party costs where legally permitted.

Gravity Lines is not responsible for additional personal costs resulting from a cancellation or change, including international flights, visa costs, personal insurance premiums, personal equipment, additional accommodation, bank charges, exchange-rate costs, or other personal expenses, unless mandatory law provides otherwise.

8.6 Force Majeure

Gravity Lines will not be responsible for failures, changes, delays, or cancellations caused by events outside its reasonable control.

Force majeure may include natural disasters, earthquakes, volcanic activity, landslides, floods, severe weather, civil unrest, strikes, road closures, government restrictions, epidemics or pandemics, border restrictions, transport disruptions, supplier failures, emergencies, security risks, or other events that prevent the tour from being operated safely or reasonably.

In force majeure situations, Gravity Lines may modify, postpone, or cancel the tour. Any refund or credit will depend on recoverable amounts, non-refundable commitments already made, and applicable mandatory law.

9. Recommended Personal Insurance, Activity Risks, and Informed Consent

9.1 Adventure Activity and Inherent Risks

Gravity Lines tours involve mountain biking, enduro riding, gravity riding, and travel over natural terrain, mountain environments, and changing Andean conditions. These activities may include technical descents, loose or uneven surfaces, altitude, variable weather, remote areas, natural obstacles, mechanical failures, and limited or delayed access to medical, rescue, or evacuation services.

Participation in these activities involves inherent risks that cannot be completely eliminated even with planning, professional guiding, appropriate equipment, and reasonable safety measures. The booking process and electronic acceptance of these Terms and Conditions do not replace the individual Informed Consent and Assumption of Risk required before participation.

9.2 Rider Responsibility

Each rider is responsible for assessing whether their riding level, physical condition, health, equipment, and experience are appropriate for the selected tour. Gravity Lines provides tour information, Rider Profile guidance, equipment requirements, and operational guidance, but does not certify or guarantee in advance a rider's ability, physical condition, or suitability.

Each rider is responsible for riding within their own abilities, following the guide's instructions, using applicable protective equipment, and promptly communicating any condition or circumstance relevant to their safety.

9.3 Recommended Personal Insurance

Gravity Lines strongly recommends that each rider consider obtaining personal travel insurance and medical assistance coverage appropriate for their trip and adventure activities. Purchasing personal insurance is not part of the service sold by Gravity Lines and, unless applicable mandatory law provides otherwise, is not a general condition of participation imposed by Gravity Lines.

Gravity Lines does not offer, sell, arrange, broker, manage, administer, or verify a rider's personal insurance. Each rider is solely responsible for deciding whether to obtain insurance, selecting the provider, and understanding the coverage, limits, exclusions, and conditions of any policy they hold.

9.4 Medical, Rescue, Evacuation, and Other Personal Costs

Any medical treatment, rescue, evacuation, repatriation, additional transport, accommodation, trip interruption, loss of or damage to equipment, or other personal cost attributable to the rider will remain the rider's responsibility, without prejudice to any obligations legally applicable to Gravity Lines and any payment that may ultimately be made by an insurer or assistance provider contracted directly by the rider.

9.5 Informed Consent and Assumption of Risk

Each rider must individually review and sign the applicable Informed Consent and Assumption of Risk before beginning any riding activity with Gravity Lines. As an operational rule, this document will be signed physically once the rider is in Ecuador, normally during the briefing or before the first ride.

Signing the Informed Consent is separate from electronic acceptance of these Terms and Conditions and is a prerequisite for participation in adventure tourism activities. A rider who does not sign the required document may not begin the applicable activity. A failure or refusal to sign attributable to the rider does not, by itself, create a right to a refund for unused services, unless applicable mandatory law provides otherwise.

9.6 Underage Participants

When an underage participant takes part, the Informed Consent and Assumption of Risk must be signed by the participant's parent or legal representative in accordance with applicable law. If the parent or legal representative accompanies the minor, they may sign the document in Ecuador before the activity.

If the minor travels or participates without the presence of their parent or legal representative, they must present, before participating, the Informed Consent and Assumption of Risk previously signed by their parent or legal representative. The presence of another accompanying adult does not, by itself, replace this authorization.

10. Guide Authority and Participant Conduct

10.1 Guide Authority

Gravity Lines tours operate under the direction of Gravity Lines guides or designated tour leaders. The client agrees to follow reasonable safety decisions and operational instructions given by the guide or tour leader during the operation.

The guide's decision will be final on matters affecting immediate safety, route selection, group management, schedules, riding conditions, participant welfare, equipment suitability, and the continuation, modification, or cancellation of any ride, route, or activity.

If a client fails to follow the guide's instructions or acts in a way that creates a material risk to themselves, the group, staff, suppliers, local communities, or third parties, Gravity Lines may limit, modify, or terminate that client's participation.

10.2 Participant Conduct

The client must behave respectfully, responsibly, and safely throughout the tour and must not materially affect the safety, comfort, enjoyment, or progress of the group, staff, guides, suppliers, local communities, or third parties.

Gravity Lines may terminate participation without refund when conduct creates or may reasonably create danger, serious disruption, damage, conflict with local communities, or material interference with the safe operation of the tour.

10.3 Alcohol, Drugs, and Unsafe Conduct

A rider must not participate in riding activities while under the influence of alcohol, recreational drugs, or any substance that may impair judgment, coordination, reaction time, or safe decision-making.

Gravity Lines may prevent participation when the guide reasonably considers that a rider is impaired, unsafe, excessively fatigued, reckless, aggressive, or unable to follow instructions. No refund will be provided for activities missed for these reasons.

10.4 Compliance with Local Rules and Respect for Communities

Clients must comply with applicable laws, local regulations, trail access rules, community guidelines, accommodation and transport rules, and reasonable instructions from Gravity Lines, guides, suppliers, and local authorities. Clients must respect local communities, private property, natural and protected areas, cultural sites, accommodation providers, and other persons encountered during the tour.

10.5 Damage, Losses, and Additional Costs Caused by the Client

The client is responsible for damage, losses, fines, penalties, cleaning costs, repair costs, supplier charges, transport costs, or other reasonable expenses caused by their conduct, negligence, property damage, or breach of these Terms and Conditions. If Gravity Lines incurs any such cost on behalf of the client, the client agrees to reimburse Gravity Lines to the extent legally permitted.

11. Responsibility for Bikes and Equipment

11.1 Suitable Bike and Equipment

The rider must use a bike and equipment suitable for the selected tour, terrain, riding style, and conditions. The rider may use their own bike or, when the service is available and has been requested, a bike provided or coordinated by Gravity Lines. Gravity Lines tours may include technical natural terrain, steep descents, variable weather, altitude, mud, rock, roots, loose surfaces, remote areas, and demanding riding conditions.

Gravity Lines may provide guidance on bike type, suspension, tires, brakes, protective equipment, and riding clothing. When the rider uses their own bike, the rider remains responsible for ensuring that it is appropriate and in safe condition. When Gravity Lines directly provides a bike, it will be inspected and delivered fully operational and in mechanically appropriate condition for the contracted activity.

11.2 Bike Condition and Maintenance

The client is responsible for the condition, maintenance, and safe operation of their own bike and equipment. Before participating, the client must ensure that safety-critical components, including brakes, suspension, tires, drivetrain, wheels, cockpit, and pedals, are in sound mechanical condition.

Gravity Lines may refuse or limit participation if, in the guide's reasonable judgment, the client's bike or equipment is unsafe or unsuitable. No refund will be provided for riding missed because of unsafe, unsuitable, incomplete, or poorly maintained equipment.

11.3 Required Protective Equipment

The client must use the protective equipment required or recommended for the selected tour and riding conditions. Depending on the tour, this may include a mountain bike helmet, a full-face helmet when mandatory or strongly recommended, knee pads, full-finger gloves, eye protection or goggles, suitable riding shoes, weather-appropriate clothing, a hydration pack or riding backpack, and any additional equipment specified in the tour information or pre-trip communication.

Gravity Lines may refuse or limit participation in any ride or section if the client does not have the required or reasonably appropriate protective equipment.

11.4 Bikes and Equipment Provided or Coordinated by Gravity Lines

Gravity Lines may directly provide or coordinate with third parties bikes and protective equipment, subject to availability, sizing, advance reservation, and applicable commercial terms. Bikes provided directly by Gravity Lines will be inspected before delivery and delivered fully operational and in mechanically appropriate condition for the contracted activity. Where the service is provided by an external supplier, that supplier's terms, deposits, and policies may also apply.

The rider is responsible for the proper use and return of any bike or equipment provided. The rider must immediately report any irregularity, damage, or operating problem detected during use and stop using the item if they reasonably believe there is a safety issue. The rider may be responsible for loss, theft, damage, or repair resulting from misuse, negligent conduct, or breach of applicable conditions.

11.5 Loss, Theft, or Damage to Personal Equipment

The client is responsible for their own bike, luggage, riding equipment, electronic devices, documents, valuables, and personal belongings. Gravity Lines will exercise reasonable care when handling or transporting equipment where this forms part of the confirmed service, but is not responsible for loss, theft, or damage caused by riding activity, accidents, normal wear and tear, weather, inadequate packing, handling by third parties, client negligence, or circumstances outside its reasonable control.

12. Health, Medical Conditions, and Emergency Assistance

12.1 Responsibility for Health and Physical Condition

The client is responsible for ensuring that they are physically and medically fit to participate in the selected tour. Gravity Lines tours may involve strenuous physical activity, technical riding, altitude, changing weather, long riding days, remote areas, and limited access to immediate medical services.

A rider should obtain appropriate medical advice before booking or participating if they have any medical condition, injury, disability, allergy, medication requirement, mobility limitation, or health concern that may affect safe participation.

12.2 Disclosure of Relevant Medical Information

After payment, each rider must accurately provide the relevant medical and emergency information requested in the Rider & Emergency Information. This may include allergies, current injuries, relevant conditions, medication requirements, history that may affect riding or response to altitude, emergency contact details, and limitations that may affect participation.

Gravity Lines will use this information only for operational, safety, and emergency purposes, in accordance with its Privacy Policy. Failure to disclose relevant information may affect Gravity Lines' ability to respond appropriately and may result in participation restrictions without refund where safety is materially affected.

12.3 Emergency Assistance

In the event of injury, illness, accident, or emergency, Gravity Lines may take reasonable steps to assist the client, including contacting emergency services, coordinating transport, notifying an emergency contact, coordinating with medical providers, or facilitating communications where reasonably possible.

The client authorizes Gravity Lines, its guides, or designated representatives to request emergency medical assistance if the client is unable to do so personally. Any medical treatment, rescue, evacuation, transport, accommodation, communications, replacement logistics, or other emergency-related cost will remain the client's responsibility, subject to any payment made by the client's own insurer or assistance provider.

12.4 Gravity Lines Does Not Provide Medical or Insurance Services

Gravity Lines is not a medical provider, rescue service, evacuation service, insurance company, insurance broker, or travel assistance provider. Any emergency assistance provided by Gravity Lines will be logistical and operational in nature and does not replace professional medical care, rescue services, or the rider's own insurance arrangements.

Gravity Lines is not responsible for the decisions, availability, timing, quality, or outcomes of hospitals, clinics, physicians, emergency services, rescue providers, ambulances or air evacuation, insurers, assistance companies, or other third-party medical services.

12.5 Non-Participation for Medical or Safety Reasons

Gravity Lines may limit, modify, or prevent participation if, in the guide's reasonable judgment, a rider's health, injury, fatigue, response to altitude, physical condition, or medical situation creates a material safety risk. No refund will be provided for riding missed because of health condition, injury, fatigue, medical issue, failure to disclose relevant information, lack of required medication, or inability to continue safely, unless mandatory law provides otherwise.

13. Travel Documents, Flights, Airport Transfers, and Bike Arrival

13.1 Passport, Visa, and Entry Requirements

The client is responsible for checking and complying with passport, visa, immigration, health, and entry requirements applicable to travel to Ecuador and any transit country. Gravity Lines may provide general travel information, but the client remains responsible for verifying the requirements applicable to their nationality, passport, route, and personal circumstances.

Gravity Lines is not responsible if a client is unable to travel, enter Ecuador, transit another country, or participate because of passport, visa, immigration, health, airline, or border requirements. Related fines, losses, accommodation, transport, or rescheduling costs will remain the client's responsibility.

13.2 Flights and International Travel

Unless expressly stated in the confirmed booking, international flights, domestic flights, airport taxes, airline charges, baggage, seat selection, upgrades, and other flight-related expenses are not included.

The client is responsible for booking flights that allow sufficient time to arrive in accordance with the confirmed itinerary. Gravity Lines is not responsible for cancelled or delayed flights, missed connections, schedule changes, denied boarding, immigration or customs delays, airline strikes, lost luggage, damaged luggage, delayed bikes, or other disruptions caused by airlines, airports, authorities, or third parties.

Where reasonably possible, Gravity Lines may assist with adjustments if a travel disruption affects the itinerary. Any additional costs caused by that disruption will be the client's responsibility.

13.3 Airport Pickup, Local Pickup, and Start of the Tour

For multi-day tours, unless otherwise stated in the confirmed booking, Gravity Lines may include airport pickup on arrival and an airport transfer at the end of the tour in accordance with the confirmed itinerary and agreed travel details.

Gravity Lines' operational responsibility for included services begins when the client is received by Gravity Lines staff, a guide, driver, or designated representative at the confirmed pickup point, hotel, or agreed local meeting point. Clients who are already in Ecuador may begin from an agreed accommodation or meeting point.

The client must provide accurate arrival, departure, and accommodation information within the requested timeframe. Failure to do so may affect pickup, transfers, bike assembly, or other arrival logistics.

13.4 Luggage, Bike Bags, and Arrival Assistance

Where included, Gravity Lines will assist with handling and transporting luggage, bike bags, and riding equipment from the agreed pickup point to the confirmed accommodation, using suitable vehicles in accordance with the operational plan.

Gravity Lines will exercise reasonable care but is not responsible for damage, delay, loss, or deterioration caused by airlines, airports, customs, external handlers, inadequate packing, pre-existing damage, normal wear and tear, weather, or circumstances outside its reasonable control.

If luggage, a bike, or riding equipment does not arrive on time, Gravity Lines may assist with logistics, rental options, or alternative arrangements where reasonably possible. Alternatives are not guaranteed and may involve additional costs.

No refund will be provided for rides or services missed because of delayed, lost, damaged, or incomplete equipment for reasons attributable to third parties.

13.5 Bike Assembly and Repacking Support

Where bike assembly and repacking support is included, Gravity Lines will provide reasonable assistance with assembly on arrival and repacking at the end of the tour. This does not replace a professional mechanical inspection unless expressly stated. The client remains responsible for proper packing, suitability, mechanical condition, and safe operation of their bike.

Any additional mechanical work, replacement parts, workshop services, or support from an external mechanic will be subject to availability and additional cost unless expressly included.

14. Suppliers, Accommodation, and Third-Party Services

14.1 External Suppliers

Some services included in Gravity Lines tours may be provided by independent external suppliers, including hotels, lodges, restaurants, transport providers, bike rental providers, mechanics, local guides, and other local operators.

Gravity Lines will make reasonable efforts to select and coordinate suitable suppliers. External suppliers may operate under their own terms, limitations, schedules, rules, and operating standards.

14.2 Accommodation

Accommodation included in a tour will be as described in the confirmed itinerary, tour information, or booking confirmation. Unless otherwise stated, tour prices may be based on shared twin-room accommodation, meaning that riders may share a room depending on the property's configuration, group composition, and availability.

Gravity Lines selects accommodation taking into account location, route access, comfort, rest, recovery, food availability, equipment handling, vehicle logistics, and expedition flow. Standards, services, and infrastructure may vary by region, remoteness, local conditions, and availability.

Private rooms may be requested subject to availability and additional cost. Gravity Lines may replace confirmed accommodation with a reasonably comparable alternative where necessary because of availability, safety, access, supplier issues, or circumstances outside its reasonable control.

14.3 Meals and Restaurants

Meals included in the tour are only those expressly identified in the confirmed itinerary or booking. Restaurants, cafes, box lunches, and food providers may vary according to route conditions, schedules, location, availability, and daily operational flow.

Gravity Lines will make reasonable efforts to accommodate dietary restrictions, allergies, or special meal requirements communicated in advance, but cannot guarantee all requests in every location, particularly in remote areas or where supplier options are limited.

14.4 Services Not Included in the Confirmed Booking

Gravity Lines is not responsible for services, activities, purchases, meals, accommodation, transport, rentals, excursions, or arrangements that are not expressly included in the confirmed booking. Services purchased directly from third parties create a contract between the client and that provider.

14.5 Supplier Changes and Limitations

Gravity Lines may adjust suppliers or service providers when necessary because of availability, weather, route changes, safety, access restrictions, supplier issues, or operational requirements. A change does not create a right to a refund when the substitute service is reasonably comparable, subject to applicable mandatory law.

Where a supplier imposes rules, deposits, damage policies, schedules, check-in requirements, equipment policies, or conduct conditions, the client agrees to comply with them.

14.6 Additional Costs Charged by Suppliers

The client is responsible for additional costs charged by suppliers because of the client's conduct, personal requests, damage, delays, late changes, special requirements, lost items, cleaning charges, equipment damage, or failure to comply with supplier rules. If Gravity Lines pays any such cost on behalf of the client, the client agrees to reimburse Gravity Lines to the extent legally permitted.

14.7 Special Requests

Gravity Lines will make reasonable efforts to accommodate special requests communicated by the client, including accommodation, food, bikes, equipment, logistics, or other particular requirements. Unless Gravity Lines expressly confirms a request in writing as part of the booking, such requests remain subject to availability and are not guaranteed.

Where a special request generates an additional cost, Gravity Lines will inform the client where applicable, and that cost must be borne by the client if the client chooses to proceed with the request.

15. Electronic Booking, Accounts, Payment Systems, and Communications

15.1 Electronic Booking and Acceptance

Gravity Lines may operate bookings through its website, client accounts, automated booking tools, and third-party payment systems. Electronic acceptance of these Terms and Conditions through a checkbox, acceptance button, or equivalent mechanism will form part of the booking process. Electronic records may be retained as evidence, including the purchaser's identity and email address, booking reference, selected expedition, applicable dates, number of riders, version and language of the Terms and Conditions, and date and time of acceptance.

15.2 Account and Contact Information

The client is responsible for providing a valid email address and accurate contact information, and for maintaining access to the email account used for the booking. Where the system requires account or email verification, the client must complete the required verification process before using the relevant booking functions.

15.3 Automated Payment Status

For routine online payments, the Gravity Lines booking system may rely on status information returned by the payment processor. A successful payment may automatically trigger booking confirmation, adjustment of available capacity, sending of booking communications, and activation of the post-payment Rider & Emergency Information. A failed, pending, or incomplete payment does not create a confirmed booking.

15.4 Technical Errors and Duplicate Transactions

A technical error, interrupted browser session, delayed email, duplicated screen, temporary website problem, or payment-system communication failure does not by itself create, cancel, or modify a confirmed booking. Gravity Lines may review system and payment records to resolve exceptional technical discrepancies, including duplicated or delayed transactions.

15.5 Electronic Communications

Booking confirmations, payment notices, balance reminders, private-date confirmations, operational requests, and other communications may be sent electronically. Clients must review their inbox and spam or junk folders and contact Gravity Lines if an expected booking or payment communication is not received within a reasonable period.

16. Use of Image, Photography, Video, and Audiovisual Content

16.1 Capture of Content During the Tour

During tours, expeditions, riding activities, briefings, transfers, and other moments related to the Gravity Lines experience, its guides, staff, collaborators, or authorized representatives may capture photographs, video recordings, and other audiovisual content using cameras, action cameras, drones where their use is legally permitted, or other owned or authorized equipment. The content may include riding, participants, group activities, landscapes, accommodation, logistics, and other moments of the experience.

16.2 Authorization of Use

By accepting these Terms and Conditions, the client and the riders included in the booking acknowledge that audiovisual content may be generated during the tour and authorize Gravity Lines to use, reproduce, edit, adapt, crop, publish, distribute, display, and communicate photographs and videos obtained during the experience in which they may appear in an identifiable manner, for promotional, advertising, editorial, commercial, and communications purposes related to Gravity Lines, unless the rider expressly objects in accordance with Section 16.5.

16.3 Scope of Authorized Uses

Authorized use may take place, among other media, on the Gravity Lines website, social media, digital platforms, promotional videos, campaigns and advertisements, digital or print advertising, brochures, presentations, newsletters, press materials, trade fairs, events, and other brand communication, promotion, and marketing channels. Gravity Lines may also share selected photographs or videos with participants through galleries, digital folders, private links, or other reasonable methods.

16.4 No Remuneration and No Prior Approval

Unless there is a different express written agreement, authorized use of photographs, videos, testimonials, or audiovisual content will not give the participant any right to payment, remuneration, royalties, economic participation, or compensation for appearing in such content.

Within the scope of the authorization granted, Gravity Lines will not be required to obtain the rider's prior approval for each publication, edit, promotional piece, or specific use, without prejudice to rights that cannot be waived under applicable law.

16.5 Objection to or Withdrawal of Use of Identifiable Image

Any rider who does not want their identifiable image to be captured or used for promotional or commercial purposes must expressly inform Gravity Lines before the tour or the guide at the start of the activity. Gravity Lines will make reasonable efforts to respect such a request with respect to future captures and uses. The rider may subsequently exercise the rights available to them under applicable law; a later request will not retroactively affect the lawfulness of uses made before Gravity Lines receives that communication, to the extent permitted by law. In group settings, public spaces, landscapes, or wide shots, incidental or non-prominent appearances may occur despite reasonable efforts.

16.6 Content Provided by the Rider and Group Bookings

If a rider voluntarily provides Gravity Lines with photographs, videos, testimonials, reviews, or other content, publicly tags Gravity Lines, or otherwise authorizes its use, Gravity Lines may use, reproduce, edit, and share that content for promotional and communications purposes unless otherwise agreed in writing. Where a booking includes several riders, the person responsible for the booking must make these Terms and Conditions available to the other participants. Each rider may directly inform Gravity Lines of their objection to promotional or commercial use of their image. In the case of minors, use of an identifiable image will be subject to the authorization required from their parent or legal representative under applicable law.

17. Privacy and Personal Data

17.1 Personal Data Collected by Gravity Lines

Gravity Lines may collect and process personal data reasonably necessary to manage bookings, operate tours, provide client support, coordinate logistics, and respond to emergencies.

This may include name and contact details; identification information where required; nationality and travel details; arrival and departure information; accommodation information; emergency contacts; dietary restrictions; medical or health information relevant to operational and emergency purposes; bike, equipment, and provision or rental service information; payment and billing information; and photographs, videos, or other audiovisual content where applicable under Section 16.

17.2 Purpose of Data Use

Gravity Lines may use client data to confirm and manage bookings; coordinate transfers, accommodation, and logistics; arrange guides, vehicles, meals, rentals, and suppliers; prepare the tour; respond to emergencies; comply with legal, accounting, or operational requirements; communicate with the client before, during, and after the tour; and manage photographs, videos, and audiovisual content in accordance with the authorization and conditions set out in Section 16.

17.3 Sharing Data with Suppliers and Emergency Services

Gravity Lines may share relevant client information with external suppliers where reasonably necessary to operate the confirmed tour. This may include hotels, transport providers, guides, restaurants, rental providers, mechanics, payment processors, and other service providers involved in the booking.

Where reasonably necessary in an emergency, or where the rider authorizes it, Gravity Lines may also share relevant information with the rider's own insurer, assistance provider, medical provider, or emergency service. Gravity Lines does not share information with an insurer for the purpose of arranging, brokering, or selling insurance.

17.4 Sensitive or Emergency Information

Certain information, including medical conditions, allergies, medication requirements, dietary restrictions, and emergency contacts, may be necessary for safety, emergency response, and operational coordination. By providing such information, the rider authorizes its use for those purposes, subject to the Privacy Policy and applicable law.

17.5 Privacy Policy

Gravity Lines' use of personal data is described in greater detail in its Privacy Policy. By accepting these Terms and Conditions, the client acknowledges that their personal data may be processed in connection with the booking, operation, and administration of the tour and, where applicable, that photographs and videos may be processed in accordance with Section 16, without prejudice to rights recognized under applicable law.

18. Complaints and Claims

18.1 Reporting Problems During the Tour

If the client has a problem, concern, or complaint during the tour, they must inform the guide, tour leader, or designated Gravity Lines representative as soon as reasonably possible and give Gravity Lines a reasonable opportunity to address the issue during the tour.

18.2 Problems with External Suppliers

If the problem relates to an external supplier, including accommodation, meals, transport, rentals, or mechanical support, the client must inform both the relevant supplier and Gravity Lines as soon as reasonably possible. Gravity Lines will make reasonable efforts to assist where the service forms part of the confirmed booking.

18.3 Formal Complaints After the Tour

If an issue is not resolved during the tour and the client wishes to make a formal complaint, it must be submitted to Gravity Lines in writing within 14 days after the end of the tour, unless applicable law establishes a longer mandatory period.

The complaint must identify the client, tour, and dates, clearly describe the issue, include relevant evidence where available, and state the requested resolution.

18.4 Investigation and Response

Gravity Lines will review formal complaints in good faith and may request information from the client, guides, suppliers, or other relevant persons. Its ability to investigate may be limited where the issue was not reported during the tour, evidence is unavailable, or the complaint is submitted after an unreasonable delay.

18.5 No Automatic Compensation

Submitting a complaint does not automatically create a right to a refund, credit, compensation, or price reduction. Any resolution will depend on the confirmed services, services actually provided, circumstances, supplier responsibility, client conduct, these Terms and Conditions, and applicable law.

19. Limitation of Liability

19.1 Responsibility for Confirmed Services

Gravity Lines will make reasonable efforts to provide or coordinate the services expressly included in the confirmed booking, itinerary, tour information, or invoice, subject to these Terms and Conditions, local conditions, operational limitations, supplier availability, safety considerations, and circumstances outside its reasonable control.

19.2 Inherent Risks and Client Responsibility

Gravity Lines is not responsible for injury, illness, death, loss, damage, expense, delay, or other claims arising exclusively from the inherent risks of mountain biking, enduro riding, gravity riding, adventure travel, natural terrain, altitude, weather, remote areas, or changing Andean conditions, except where liability cannot legally be excluded or limited.

Gravity Lines is not responsible for loss, injury, damage, costs, or delays caused by the client's own acts or omissions, insufficient ability, unsafe riding, failure to follow guide instructions, inadequate physical condition, unsuitable or unsafe equipment, fatigue, undisclosed health conditions, alcohol or drug use, reckless conduct, or breach of these Terms and Conditions, unless applicable law provides otherwise.

19.3 Third Parties and External Events

Gravity Lines is not responsible for acts, omissions, delays, failures, losses, injuries, damage, costs, or expenses caused by third parties outside its reasonable control, including airlines, airports, immigration or customs authorities, government authorities, hospitals, clinics, emergency or rescue services, the rider's insurer or assistance provider, banks, payment processors, independent suppliers, other travelers, road users, local communities, or other unrelated persons.

Gravity Lines is not responsible for losses, delays, cancellations, or additional costs caused by force majeure or circumstances outside its reasonable control, subject to applicable mandatory law.

19.4 Personal Belongings and Equipment

The client is responsible for their bike, luggage, riding equipment, electronic devices, documents, valuables, and personal belongings. Gravity Lines will exercise reasonable care where handling or transport is included, but is not responsible for loss, theft, or damage caused by riding, accidents, weather, normal wear and tear, inadequate packing, handling by airlines or third parties, client negligence, or circumstances outside its reasonable control.

19.5 Indirect or Consequential Losses

To the extent permitted by applicable law, Gravity Lines is not responsible for indirect, consequential, or business-related losses, such as loss of income, business interruption, loss of opportunity, or costs that were not reasonably foreseeable at the time of booking.

19.6 Maximum Liability

Where Gravity Lines is found legally liable for a claim relating to confirmed services, its liability will be limited only to the extent permitted by applicable law and, where legally possible, may be limited to the amount paid by the affected client for the relevant tour.

Nothing in these Terms and Conditions is intended to exclude or limit liability, consumer rights, or legal protections that cannot be excluded or limited under applicable law.

20. Governing Law, Jurisdiction, and Dispute Resolution

20.1 Governing Law

These Terms and Conditions, the booking, and the confirmed tour services will be governed by the laws of Ecuador, unless applicable mandatory law requires otherwise.

20.2 Good-Faith Resolution

If a dispute or claim arises in connection with a booking, tour, payment, service, cancellation, refund, or these Terms and Conditions, the client and Gravity Lines agree to first attempt to resolve the matter in good faith through written communication.

20.3 Jurisdiction

If the matter cannot be resolved directly, any dispute will be submitted to the competent courts, tribunals, or authorities of Ecuador, unless applicable mandatory law requires otherwise. Where legally possible, the competent courts, tribunals, or authorities of Quito, Ecuador will have jurisdiction.

20.4 Mandatory Consumer Rights

Nothing in these Terms and Conditions is intended to exclude, waive, or limit mandatory consumer rights or legal protections that cannot be excluded under applicable law.

21. Severability, Entire Agreement, and Updates to the Terms

21.1 Severability

If a competent authority determines that any provision of these Terms and Conditions is invalid, illegal, or unenforceable, that provision will be interpreted, limited, or removed only to the extent necessary. The remaining provisions will continue in effect.

21.2 Entire Agreement

These Terms and Conditions, together with the confirmed tour information, booking confirmation, invoice, Privacy Policy, Travel Guidelines, Rider Profile, equipment requirements, Rider & Emergency Information, Informed Consent and Assumption of Risk where applicable, and any written information expressly incorporated into the booking, form the documentary basis applicable to the relationship among the client, the riders, and Gravity Lines, according to the nature of each document.

No verbal statement, informal message, promotional material, or general website content modifies the confirmed booking unless it has been expressly incorporated or confirmed in writing by Gravity Lines.

21.3 Updates to the Terms

Gravity Lines may update these Terms and Conditions from time to time. The version applicable to a booking will be the version accepted by the client when the booking is confirmed, unless a later change is required by law, safety, operational necessity, or mutual written agreement.

21.4 Written Communications

Any notice, request, cancellation, change, complaint, or other relevant communication under these Terms and Conditions must be made in writing through the official channels provided by Gravity Lines, including email, booking platform messages, official website forms, or another written channel expressly accepted by Gravity Lines.

22. Acceptance of the Terms and Booking Agreement

22.1 Acceptance Before Booking

By accepting these Terms and Conditions through the electronic booking process and completing the required payment, the client confirms that they have read and understood the applicable tour information, itinerary, inclusions, exclusions, Rider Profile, equipment requirements, payment conditions, cancellation policy, personal insurance recommendation, image and audiovisual content use policy in Section 16, and operational requirements. The client also acknowledges that each rider must individually sign the Informed Consent and Assumption of Risk before beginning riding activities.

22.2 Group Bookings and Individual Obligations of Each Rider

If one person makes a booking for several riders, that person may act as the person responsible for the booking and payment and must ensure that the participants receive the relevant tour information and these Terms and Conditions, including the image and audiovisual content use policy in Section 16. The commercial acceptance made by the person responsible for the booking does not replace the individual obligations applicable to each rider before participation. Any rider who does not want their identifiable image used for promotional or commercial purposes must inform Gravity Lines directly before the tour or the guide at the start of the activity.

Regardless of who makes the booking, each adult rider remains individually responsible for meeting the Rider Profile, equipment and safety requirements, completing the applicable post-payment operational information, and physically signing their Informed Consent and Assumption of Risk before beginning activities. In the case of minors, Section 9.6 applies.

22.3 Responsibility for Payment

The person making the booking accepts financial responsibility for the booking and for payments, balances, approved additional costs, cancellation charges, and supplier charges associated with the confirmed booking, unless otherwise agreed in writing with Gravity Lines.

22.4 Booking Agreement

These Terms and Conditions, together with the confirmed tour information, booking confirmation, invoice, and any written information expressly incorporated before confirmation, constitute the booking agreement between the client and Gravity Lines.

Once accepted by the client and confirmed by Gravity Lines, the booking agreement sets out the rights, responsibilities, limitations, payment obligations, cancellation conditions, and operational terms applicable to the confirmed tour.

22.5 Language Versions and Precedence

These Terms and Conditions may be published in Spanish, English, French, and German to facilitate client understanding. All versions must correspond to the same master text and the same current version. In the event of a

material discrepancy, difference in interpretation, or inconsistency between translations, the Spanish version will prevail to the extent permitted by applicable mandatory law.

END OF DOCUMENT