

# WorldonMoto.com

## Tour Operator Terms of Service

These Terms and Conditions outline the responsibilities, guidelines, and expectations for tour operators using WorldOnMoto.com. By accessing or using the platform, you agree to comply with these Terms. If you do not agree, please refrain from using the platform.

### 1. Definitions

- 1.1.** “WorldOnMoto.com,” “we,” “our,” or “us” refers to the platform WorldOnMoto.com and its operating entity, MotoMob Limited, registered in the United Kingdom.
- 1.2.** “Tour Organizer” or “Organizer” refers to any individual or entity that lists, organizes, and operates tours on the platform.
- 1.3.** “Platform” refers to the WorldOnMoto.com website and all associated services, features, and functionalities.
- 1.4.** “Booking” refers to the act of reserving a spot on a tour listed by the Tour Organizer, involving full or partial payment.
- 1.5.** “Rider” or “User” refers to any individual who accesses the platform for the purpose of browsing, booking, or participating in tours.

### 2. Effective Date

These Terms and Conditions are effective as of 01st January 2025.

### 3. General Responsibilities of Tour Operators

- 3.1. Compliance with Laws:** Tour operators must comply with all applicable local, regional, and international laws, regulations, and industry standards, including those related to safety, licensing, and insurance requirements.

**3.2. Accurate Information:** Tour operators are responsible for providing truthful, accurate, and complete information for all listings, including tour descriptions, pricing, availability, itineraries, and terms. Any misleading, inaccurate, or incomplete information is prohibited and may result in account suspension or removal from the platform.

**3.3. Insurance and Safety:** Tour operators must maintain adequate liability insurance to cover all tours offered through the platform. Proof of insurance must be provided to WorldOnMoto.com upon request. Operators are also required to ensure that all safety measures and legal obligations are met for the tours they offer.

**3.4. Delivery of Services:** Tour operators are solely responsible for delivering the tours as described in their listings. Cancellations, deviations from the itinerary, or failure to deliver the tour as promised may result in penalties, account suspension, or removal from the platform.

**3.5. Professional Communication:** Tour operators must communicate professionally and promptly with riders, addressing inquiries, concerns, or disputes in a timely manner.

## 4. Use of the Platform

**4.1. Account Management:** Tour operators are responsible for maintaining the confidentiality of their account credentials and for all activities conducted under their account.

**4.2. Prohibited Activities:** Tour operators are prohibited from engaging in any activities that harm the platform, riders, or other users, including but not limited to:

- Circumventing platform fees or policies.
- Soliciting direct payments or bookings outside the platform.
- Posting offensive, inappropriate, or misleading content.
- Manipulating reviews or ratings.

**4.3. Adherence to Platform Guidelines:** Tour operators agree to comply with all guidelines set forth by WorldOnMoto.com, including content policies, refund policies, and payment requirements.

## 5. Tour Listings and Bookings

**5.1. Accurate and Updated Listings:** Tour operators are required to ensure all details of their listings, including pricing, availability, and itineraries, are accurate and updated. Any changes must be promptly reflected in the listing.

**5.2. Refund and Cancellation Policy:** Tour operators must provide a clear and fair refund and cancellation policy that aligns with the platform's requirements. Riders are entitled to a full refund if the operator cancels the tour.

**5.3. Handling Cancellations:** In the event of a cancellation initiated by the operator, the operator must:

- Provide a full refund to riders.
- Reimburse reasonable expenses incurred by riders prior to cancellation, provided proof of these expenses (e.g., receipts) is submitted to the operator via email.

**5.4. Payment Processing:** All payments must be processed through WorldOnMoto.com. Direct payments or off-platform transactions are strictly prohibited.

## 6. Payments and Fees

**6.1. Service Fees:** WorldOnMoto.com charges a 8% service fee based on the total tour price. This fee is deducted from payments before they are transferred to the operator.

**6.2. Payment Transfers:**

- For bookings made more than 30 days in advance, payments will be transferred to the operator after the refund and cancellation period has expired.
- For bookings made within 30 days of the tour start date, payments will be transferred to the operator immediately upon confirmation.

**6.3. Currency and Banking Fees:** Payments will be made in the default currency of the tour listing (EUR, GBP, or USD). Tour operators are

responsible for any banking fees, currency conversion costs, or delays caused by their bank or intermediary banks.

## 7. Tour Cancellations

**7.1. Operator-Initiated Cancellations:** If an operator cancels a tour, they are responsible for:

- Issuing a full refund to the rider.
- Reimbursing reasonable expenses incurred by the rider before cancellation, provided proof is submitted.

**7.2. Frequent Cancellations:** Repeated cancellations may result in reduced visibility on the platform, penalties, or account suspension.

## 8. Trust and Safety

**8.1. Commitment to Safety:** Tour operators must adhere to all trust and safety policies established by WorldOnMoto.com, including ID verification and compliance with local regulations.

**8.2. Dispute Handling:** WorldOnMoto.com does not mediate disputes between riders and operators. Tour operators must handle disputes in a professional and timely manner.

## 9. Limitation of Liability

9.1. WorldOnMoto.com is not responsible for:

- The quality, safety, or delivery of tours listed by operators.
- Disputes or claims arising between riders and operators.
- Financial losses incurred due to inaccurate or incomplete information provided by operators.

## 10. Termination of Account

WorldOnMoto.com reserves the right to suspend or terminate accounts that violate these Terms and Conditions, at its sole discretion.

## **11. Modifications to Terms**

WorldOnMoto.com reserves the right to modify these Terms and Conditions at any time without prior notice. Continued use of the platform constitutes acceptance of the revised terms.

## **12. Governing Law**

These Terms and Conditions are governed by the laws of England and Wales. Operators agree to submit to the exclusive jurisdiction of the courts in England and Wales.

## **13. Contact Information**

For questions or concerns about these Terms and Conditions, contact us at [support@WorldOnMoto.com](mailto:support@WorldOnMoto.com).