



## **Lindsay's Highland Tours Cancellation Policy**

Please take a moment to read through our cancellation policy. Your booking is made subject to the following:

### **Cancellations & Insurance**

Should you wish to cancel your booking after the deposit has been paid, you should inform us with written notification as soon as possible - the effective date of the cancellation is the date on which we receive such notification.

- Cancellations made 72 hours or more prior to tour date will result in full refund including deposit.
- Cancellations made 48 hours prior to tour date will result in full refund less 50% of the deposit value.
- Cancellations made 24 hours or less to tour date will result in full refund less deposit.

Should we have to cancel your booking due to circumstances beyond our reasonable control due to unavoidable or extraordinary circumstances or which might jeopardise your safety, we will refund all balance monies paid to us including deposit agreed at time of booking. If it is the case that we cancel your booking then we will notify you as soon as possible and issue refund.

We strongly recommend that you take out adequate cancellation insurance from a reputable insurer to protect yourself against cancellation penalties and also to cover death, personal injury, medical expenses, repatriation expenses, loss of or damage to luggage and contents, and loss or theft of money and personal belongings.

The Company shall not be responsible for loss of or damage to baggage or personal possessions or consequential loss.

### **Alternatives, Changes & Cancellations**

While the Company shall do everything reasonably possible to provide your tour itinerary and/or services as planned we reserve the right to alter itineraries, transport or accommodation for whatever reason due to the variable weather conditions that can be experienced in Scotland and travel warnings of imminent danger.

In the event of accommodation being cancelled by the accommodation provider, a similar standard of alternative accommodation will be sourced and provided wherever possible.

The majority of any such alterations will be minor and we will try to advise you of them at the earliest possible date.

In the unlikely event, however, that we are required to significantly alter a material part of your tour, we will notify you of this as quickly as possible in order to enable you to decide how you wish to proceed. In such event you will be entitled:-

- a) to take an alternative tour of equivalent or superior quality, if we are able to offer that, or
- b) to take a substitute tour of lower quality if we are able to offer that (in which event the difference in price between the original and the substitute tour will be refunded to you); or
- c) to cancel your booking and obtain a full refund of all monies paid by you.

Due to unpredictable weather and road conditions we cannot guarantee any departure or arrival times at any particular points of a tour itinerary.

If you wish to change any part of your confirmed booking, you should inform us in writing as soon as possible. Whilst we will do our best to assist you, we cannot guarantee that we will be able to

meet your request. In addition, you may also be required to meet any extra costs incurred by us (and any costs or charges incurred or imposed by any suppliers) in making the requested change. Where we are unable to meet your change request and you no longer wish to travel on the basis of the original booking, this will be treated as a cancellation of your booking and cancellation charges may be payable by you, as outlined in these terms (see "Cancellations and Insurance").

If, once your booking is confirmed, you are unable to travel for any reason then we will allow you to transfer your booking to someone else (introduced by you, and who satisfies all of the conditions applicable to the booking) provided that:-

- a) we are notified of this in writing at least 72 hours prior to departure;
- b) you and/or the transferee make payment of any costs and charges incurred by us and/or imposed by other suppliers, and
- c) the transferee agrees to these conditions and all other terms of the contract between us.

For the avoidance of doubt, no transfer requests or changes will be finally confirmed until full payment of all applicable charges referred to above have been received by the Company.