

Ancient Earth and Distillery Tours Terms and Conditions 2019 – 20.

Please read these carefully as bookings with Ancient Earth and Distillery Tours are accepted only in accordance with the conditions below. When you make a booking with us you are deemed to have accepted these conditions. In particular please note what is and is not included in your tour holiday with us. N. B. in the following 'tour holiday' should be read to mean 'holiday or private tour'.

1 PAYMENTS FOR YOUR HOLIDAY: a booking must be made in writing using our booking form or online form, and include a non-returnable deposit of 20% of the overall cost of the tour. If you are booking less than 90 days before your holiday, full payment will be necessary immediately. We will send you a confirmation of your booking, at which point the contract between us comes into existence. You have undertaken to pay for the tour holiday you have booked and we have undertaken to provide you with the tour holiday we have arranged with you. Your contract with us shall be subject to Scottish Law. If you make a booking on behalf of others as well as yourself, we shall take it that you have the authority of each of those other people to enter into that contract and that you and they have agreed to be jointly and severally liable to us. If we are unable to accept your booking, we will return your payment to you immediately. Payment of the balance is due 90 days before arrival, and we will invoice you for this approximately one week beforehand. We reserve the right to cancel any booking for which full payment has not been received 90 days before arrival, and to levy cancellation charges as set out in clause 2 below.

2 CANCELLATION BY YOU: if you or any member of your party has to cancel your booking, we must be informed by telephone, letter or e-mail immediately. The cancellation only takes effect from the date at which the notification reaches us, and the following cancellation penalties apply: Up to 90 days before arrival: loss of deposit Less than 90 days before arrival: loss of full cost of holiday.

3 CANCELLATION BY US We do not operate a minimum numbers policy on our holidays and therefore will not cancel your holiday for this reason. If we have to cancel your holiday for any other reason we will refund your full payment. N.B. we are NOT responsible for any consequential loss you may suffer if we have to cancel your holiday e.g. travel expenses etc. & you should ensure you have adequate travel insurance to cover this eventuality.

4 HOLIDAY ITINERARY: We will do our very best to visit all the sites we have promised you in your tour holiday itinerary but we are not liable if exceptional circumstances outside of our control prevent this. Such circumstances include for example industrial action, technical problems with transport, unscheduled site closure, severe weather conditions etc.

5 INCLUDED IN YOUR HOLIDAY: accommodation, entry fees and travel as part of the tour are included in your holiday as well as collection from a pick up point if you have booked a two-five day tour holiday. Light lunches at a suitable venue whilst on tour. Bottled water is provided in the tour vehicle. All accommodation is en-suite and non-smoking.

6 NOT INCLUDED IN YOUR HOLIDAY: travel to and from your accommodation is NOT included in the cost of your tour holiday. Alcoholic drinks and desserts except water are NOT included.

7 INSURANCE: we carry tour operators' professional indemnity and public liability insurance as required by UK law. We strongly recommend that you take out appropriate travel & holiday cancellation insurance in respect of your holiday with us. We are required by law to send UK residents an insurance application form together with our booking confirmation. You are under no obligation to take this out & should obtain your own quotes & satisfy

yourselves as to the level of cover you require.

8 CHANGES: if you wish to make major changes to your holiday after you have booked e.g. changing your holiday dates, we will do our best to accommodate you provided you notify us of the change at least 90 days before your arrival date. Any change is subject to availability; otherwise our normal cancellation charges apply. We regret we do not allow changes to your holiday dates less than 90 days before arrival. If you are unable to take the holiday you have booked you may find another person to replace you at any time before your arrival date, provided they take the holiday exactly as booked by you; otherwise our normal cancellation charges will apply.

9 COMPLAINTS: any complaints relating to your holiday must be reported to us immediately, and we will do our best to resolve the problem. If you are still dissatisfied you must put your complaint in writing to us no later than 30 days after departure

10 SPECIAL REQUESTS: e.g. dietary requirements etc please inform us of any special requests you may have at the time of booking. We will do our best to meet them, however we have no liability to you if such requirements are not met.

11 HEALTH AND FITNESS: you must be reasonably fit and healthy to take part in one of our tours, which involve some walking, sometimes over rough terrain, whilst entry to some sites entails crouching or crawling. If you have any reservations regarding your fitness for a tour, please seek medical advice and consult us in advance. Whilst we will make every effort to accommodate you, we can accept no liability for your inability to take full part in the tour.

12 ASSISTANCE DOGS: we welcome registered assistance dogs, please let us know on booking if you will be accompanied by yours, and if you would like suitable dog food or bedding to be available. We regret that we do not allow pet dogs on our tours.