



## Terms and Conditions

### 1. Contract

By contracting with Scarper Tours Ltd ('the Company') you ('the Customer') will be accepting these terms and conditions on behalf of yourself and all other persons for whom you have made a booking.

### 2. Payment

Reservations will only be confirmed on receipt of full payment. Payment can be made by credit card or debit card.

### 3. Tickets

Customers purchasing tickets on this website will need to bring their email confirmation with them on the day of travel.

### 4. Passenger Responsibility

- I. It is your responsibility to be at the departure point and ready to board 10 minutes prior to departure. A tour is non-refundable if you miss the departure time and the Company cannot be held responsible for tours that are missed due to delays on public or private transport. The Company is under no obligation to wait for Customers who are late, on either the outbound or inbound journey.
- II. Passengers are responsible for their personal property at all times. While the Company is not liable for the loss of any personal effects we will endeavour to return any found items if possible.
- III. You will be responsible for your conduct and will indemnify us against any liability for damage caused by you or members of your party. Smoking and drinking alcohol is not permitted during the tour. The Company reserves the right to remove any person from the tour if his/her behaviour is deemed offensive or a nuisance to fellow passengers. In this event the Company shall have no further liability and no refund shall be given.
- IV. Passengers connecting with other forms of transport should allow plenty of time to do so. If any delays are caused because our tour is late due to circumstances beyond our control, we do not accept responsibility.

### 5. Date changes

The tour date/time may be changed by the Customer without charge, but are subject to availability. The Company must be notified by email at least 48 hours prior to the original tour departure date. A new tour will be booked on behalf of the customer by the Company and confirmed by email.

## **6. Cancellations and Refunds**

Customers must inform the Company by email in order to cancel a tour. Cancellations notified 48 hours or more before departure will receive a full refund minus a £5 administration fee per booking. Cancellations notified less than 48 hours before departure are non-refundable. The effective time of cancellation will be the time the Company receives written notification and must be no less than 48 hours prior to the tour departure time.

## **7. Force Majeur**

In the event of the Company cancelling a tour due to circumstances beyond our control you will be refunded the cost of the tour in full but you will not be entitled to any compensation for the loss of the tour.

## **8. Insurance**

Customers are advised to take out travel insurance which would compensate you in the event you had to cancel your booking, in the event of any delays and in case of damage to your property.

## **9. Amendments to the Tour**

In the event of unforeseen circumstances the Company reserves the right to deviate from the advertised tour route. In the event the Company is unable to complete a tour we will provide suitable alternative transport but our liability shall be limited to the cost of providing transport to the agreed drop off point.

## **10. Accident or Loss**

The Company has no liability for any loss, damage, delay, inconvenience or direct or consequential loss however caused, unless due to negligence by the Company in which case our liability is limited for damages to a maximum of the refund of the tour price.

## **11. Complaints**

Any complaint should, in the first instance, be communicated to your driver who will attempt to rectify the problem. Should the matter remain unresolved Customers must report the matter to the Company in writing no later than 7 days from the return of the tour. Our email address is [sally@scarpertours.com](mailto:sally@scarpertours.com), our office address is 53 Warminster Road, Bathampton, Bath, BA2 6RX.

## **Privacy Policy**

In order to process a booking Scarper Tours Ltd will collect some personal details such as your name, email address and phone number. We will never sell or give the personal information with which you provide us to any third party.