



Thistle Tours
"Thistle be a dream you'll never want to leave"

THISTLE TOURS TERMS & CONDITIONS



Thistle Tours aim to have a straight-forward, open and reasonable relationship with You, our valued customer, and for You to have a reasoned and reasonable understanding of Thistle Tours as the supplier of your tour experience.

Our aim is for You to have an exceptional experience with Us, to ensure that your travel and stay with Thistle Tours is the best touring adventure it can possibly be.

In the interests of clarity, safety and to abide by package tour regulations, we have set out our Terms and Conditions below.

These Terms and Conditions refer to Travel Services provided by Thistle Tours of Beaulay, Inverness-Shire, herein referred to as 'The Operator'.

GENERAL

- 🌿 **By booking, reading, and agreeing to our Terms and Conditions at time of booking You are agreeing to be bound by these.**
- 🌿 The person booking the Tour (the lead tour guest who makes the booking and is attending the tour, this person is likely to communicate on behalf of others in their party) does so on behalf of all the other individuals included on it, so that all are bound by the booking conditions.
- 🌿 **If any tour participants have special requirements** in terms of mobility, dietary needs, hearing impairment, travel sickness or anything else that is not listed here which may affect the tour, then **it is vital that You discuss these with us before booking** so that we can assess whether this tour is suitable for You.
- 🌿 Tour participants must bring clothing and footwear suitable for the tour conditions and highly variable Highland weather. We supply umbrellas if required.
- 🌿 The tours do not involve lengthy walks or require high levels of fitness, however some tour locations may optionally involve walking up a short steep hill or stairs (e.g. in castles).
- 🌿 The Operator does not accept any liability for loss, damage, delay, inconvenience, or direct or consequential loss. **The Operator does not accept responsibility for any loss of valuables**, including camera equipment, during your tour and stay with us.
- 🌿 By Law, no smoking is permitted in vehicles or any buildings.
- 🌿 We are unable to accommodate pets on the tour.
- 🌿 Regarding our Privacy Policy, we, The Operator, are committed to ensuring that your information is secure in order to prevent unauthorised access or disclosure.

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BOOKING & CANCELLATION

- 🌟 **On all of our Tour Products, full payment is required to confirm the booking and reserve your desired dates.**
- 🌟 The 'lead participant' is the person who makes the booking on behalf of all participants in a multi-person booking. It is your responsibility, as the customer, to check the accuracy of your booking including your travel dates.
- 🌟 **If You wish to cancel your booking, please do so in writing via email**, the date received by us, The Operator, being the date of cancellation. We recommend that You take out adequate Travel Insurance to cover any such losses that You may incur through no fault of our own.
- 🌟 **Once booking is completed, the following Cancellation Policy applies.**
 - ❖ **Thistle Tours operates on the basis of a 14-days Cancellation Policy** for any tours / shore excursions in the Highlands.
 - ❖ **Cancelled bookings out with 14-days of the planned tour will be fully refunded minus 10% admin fees**, should the Guest cancel **less than 14-days prior to the booking** start date of the tour, **a cancellation fee equal to the full tour booking rate will be charged.**
 - ❖ In the event of a 'no show' the Guest will be charged 100% of the tour price.
 - ❖ The Guest will be fully refunded when possible, if the tour is unable to be completed due to unforeseen circumstances e.g. weather, road closures etc / if the cruise liner has been unable to dock at the arranged port of collection.
 - ❖ A sympathetic attitude will be taken as a general rule and in some cases, at the discretion of the proprietor, refunds may be made out with the circumstances detailed above.
 - ❖ **Cancellations by us, The Operator** (not Government imposed restrictions relating to Covid etc). If we have to cancel your tour for any reason other than Government imposed restrictions relating to Covid etc, we offer a 100% refund, or an alternative date agreed by the Guest.
 - ❖ **IMPORTANT** – For any disruption to your tour caused by Government imposed restrictions relating to Covid etc, it is essential that You have adequate Travel Insurance in place to cover the potential costs involved, such as additional hotel accommodation / quarantine, the loss of part of your tour, onward travel, repatriation etc. These costs are not covered by The Operator.



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TRAVEL INSURANCE AND YOUR SAFETY

- 🌟 **We, The Operator, Do Not Provide Travel Insurance and, we would strongly advise that You provide your own Travel Insurance.** It is up to You to ensure that You are fully covered in the event that You need to cancel your tour, or leave the tour early, due to unforeseen circumstances.
- 🌟 **We strongly recommend that you are covered, and all participants must be fully insured for the duration of the Tour.** Participants are responsible for arranging their own Travel Insurance, which must cover at least medical expenses, injury, death and repatriation. It is advisable that You also have cancellation and curtailment as part of your insurance policy. In addition, You should be insured against loss of or damage to baggage and personal possessions including all your camera equipment.
- 🌟 Thistle Tours cannot accept responsibility for conditions which are outside our control, e.g. the weather, the closure of visitor attractions etc. We reserve the right to alter or cancel our tour itineraries where necessary due to weather conditions, road closures, etc.
- 🌟 **Thistle Tours reserves the right to alter our itineraries at any time due to unforeseen circumstances,** e.g. weather, road closures etc. We will endeavour to provide our service as close to the itinerary as possible in these circumstances. If the Tour is unable to be completed for any reason, The Operator will ensure that all participants are returned to their point of departure and will offer the refund based upon the amount of the Tour that was completed, these figures will be calculated based upon the time of day that the Tour was aborted.



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