

TERMS & CONDITIONS 2017

1. Payments

Payments can be made either by completing the online secure booking form or you can fax or post us the printed version. We accept credit cards (Visa/Mastercard) at a 3% charge and cheques which should be made payable to: **Walk Wild Scotland**

Scheduled Walking Holidays: A non – refundable 10% deposit is payable on time of booking.

Scheduled Day Tours: The full price is payable at time of booking.

Once we receive your required payment we will send you a written confirmation and receipt. The remaining balance is due **4 weeks** prior to the start date of your holiday.

Tailor Made Private Tours: A non – refundable 30% deposit is payable on time of booking.

Once we receive your deposit payment we will send you a written confirmation and receipt. The remaining balance is due **6 weeks** prior to the start date of your holiday.

2. Cancellation

Should you want to cancel your holiday the following schedule of payment of the total trip price to Walk Walk Scotland applies:

Scheduled Walking Holidays:

Up - 60 days before start of trip: 10%

59 - 30 days before start of trip: 20%

29 - 15 days before start of trip: 40%

14 - 7 days before start of trip: 70%

6 Days - start of trip: 80%

No Show: 90%

Tailor Made Private Tours:

More than 41 days before the start - 35%

40-28 days before start - 50% of balance

27-15 days before start - 60% of balance

14 - 7 days before start - 70%

6 - 0 days before start - 90%

In the event that **WalkWildScotland** should have to cancel a trip full reimbursement will be made or we will offer you an agreeable alternative to the tour booked.

3. Liability

Whilst **WalkWildScotland & Drymen Red Bus Co.** has public liability insurance cover we cannot be held responsible for accidents, injury, loss, damage or additional costs resulting from circumstances beyond our control. ***Therefore, we strongly recommend you to take out comprehensive holiday insurance for cover in the event of cancellation, personal accident or illness and lost or damaged personal possessions.***

Parents are responsible for the actions and safety of their children.

4. Safety

In the interest of your safety and wellbeing we ask you to agree to abide by any decision made and advice given by your guide. Please be aware that you are responsible for your own safety and that walking activities involve a certain element of risk.

5. Health

The Guide/Company must be notified in advance of any clients who are suffering from any medical condition or are taking medication which is likely to interfere with their mobility and/or ability to fully participate in the agreed tour programme.

6. Problems?

In the unlikely event of any problems occurring in relation to the trip please let us know immediately. Our guide will try his/her best to resolve the issue to ensure that you can **enjoy your trip!**

If you have any questions, please contact us.

Have a great trip!