

Hetty's History Walks: Edinburgh Uncovered

Terms and Conditions for Private Walking Tours

Please read carefully. By booking a private walking tour with *Hetty's History Walks (HHW)* you are agreeing to the following terms and conditions:

Bookings, prices, and payments:

- All bookings are subject to availability. Where a person is making a booking on behalf of others, that person confirms that they have the authority to do so and that all members of the group accept the terms and conditions. Payments are taken using Square (also known as SquareUp), a safe and secure online payment processing provider used by businesses all over the world.
- Bookings are only confirmed by the payment of the non-refundable deposit, or complete payment, as set out in your invoice. Failure to complete payments within the timescales set out in the invoice may result in the cancellation of your tour. Reminder emails will be sent to prompt payment but it is your responsibility to ensure payments are made in a timely manner.
- Prices are given in Pounds Sterling (GBP) and include the cost of your tour plus any booking fees (except those imposed by your banking provider). The price does not include refreshments, transport costs, entrance fees, gratuities or any other expenses unless explicitly stated in your tour itinerary or booking confirmation. Your tour does not enter any fee-paying attractions unless explicitly stated in your tour itinerary or booking confirmation.

Insurance and Liability:

- Participants are responsible for ensuring they have adequate travel, medical and/or cancellation insurance. All personal property is carried at the participants own risk.
- *HHW* accept no responsibility or liability for any loss, damage, accident, injury, delay or other incident or inconvenience unless this is due wholly to *HHW*'s direct negligence.
- *HHW* accepts no liability where delays or deviations to the tour are due to circumstances beyond their control, including but not limited to weather, construction work, illness, injury, etc.
- Where liability is accepted by *HHW* any compensation paid is limited to the cost of the tour.

Health and Safety:

- Children and pets are the sole responsibility of their supervising adult(s) or owner(s).
- Note that due to steps, steep slopes and uneven ground walking tours are not suitable for those with below-average fitness, limited mobility and/or certain health conditions. It is participants responsibility to ensure that they are able to take the tour without endangering their own health and safety or that of others. If any participants have mobility needs and/or health issues please inform me at the time of booking so an alternative tour route can be arranged. Note that this may substantially change your tour itinerary.
- Tours take place outside and will go ahead come rain or shine. Additionally, tours may include steps, steep slopes and uneven ground. All participants are strongly advised to wear suitable footwear and appropriate clothing for their own safety and comfort.

Cancellation Policy and Changes to your Tour:

- *HHW* retains the right to adapt the tour when necessary due to circumstances including, but not limited to, weather, construction work, illness, injury, etc. Tour participants will be informed of any changes as soon as is practically possible.
- Do not assume your tour will be cancelled due to 'bad' weather or any other circumstances. Your tour will go ahead unless you have been informed by *HHW* that it is cancelled. Every effort will be made to do this in as timely a manner as is possible.
- *HHW* retains the right to cancel any booking at their discretion. If a tour is cancelled by *HHW* participants will be offered another date by mutual agreement or a full refund.
- Tours cancelled by participants will not be refunded any deposits paid or, where full-payment has been taken, will not be offered a refund.
- If your plans change at short notice *HHW* will try to rearrange your tour to another date free of charge. However, this is subject to availability and, in the event that a mutually agreeable date cannot be found, the above cancellation policy will be applied.

While *HHW* will always try to be as accommodating and as understanding as possible to any changes or requests made by participants, any actions outside the terms and conditions are solely at the discretion of *HHW*. Please contact hetty@hettyshistorywalks.co.uk with any questions.