



Terms & Conditions

SECURING YOUR BOOKING.

Where a booking is made more than 3 months prior to the date of the tour, a 20% deposit will be required to secure the booking. Where a tour is to take place within 3 months, a 50% deposit will be required to secure the booking.

Any outstanding balance due is payable seven days prior to your date of travel.

CHANGES & CANCELLATIONS:

Changes by Us

While the Company shall do everything reasonably possible to provide your tour itinerary and/or services as planned, the Company reserves the right to alter itineraries, transport or accommodation in exceptional circumstances and if required to do so. In such instances, clients will be promptly informed and offered a full refund.

In the unlikely event, however, that we are required to significantly alter a material part of your tour, we will notify you of this as soon as possible to enable you to decide whether you wish to proceed. In such an event you will be entitled to:

- i. take an alternative tour of equivalent quality at an alternative date, if we can offer that as it depends on availability, or
- ii. to cancel your booking and obtain a full refund of all monies paid by you.

Changes by You

If you wish to change any part of your confirmed booking, you should inform us in writing as soon as possible. This should be done by the lead passenger named on the booking. Whilst we will do our best to assist you, we cannot guarantee that we will be able to meet your request.

Where we can meet a change request made by you, any changes made may be subject to an administration fee. Where we are unable to meet your change request and you no longer wish to travel on the basis of the original booking, this will be treated as a cancellation of your booking and cancellation charges may be payable by you, as outlined in these terms.

If, once your booking is confirmed, you are unable to travel for any reason then we will allow you to transfer your booking to someone else (introduced by you, and who satisfies all of the conditions applicable to the booking) provided that:

- i. we are notified of this in writing at least 7 days prior to departure;
- ii. you and/or the transferee make payment of any costs and charges incurred by us and/or imposed by any suppliers,
- iii. the transferee agrees to these conditions and all other terms of the contract between us.
- iv. For the avoidance of doubt, no transfer requests or changes will be finally confirmed until full payment of all applicable charges referred to above have been received by the Company.

Cancellation by Us

Please be aware that the nature of travel involves risks and unpredictable weather and road conditions, and we cannot, therefore, guarantee any departure or arrival times at any points of a tour itinerary.

However, we will only cancel tours due to unavoidable and extraordinary circumstances which are outwith our control or which might jeopardise your safety. If we cancel your tour then we will notify you as soon as possible and we will always refund you, in full, for all sums paid by you.

The Company reserves the right to refuse to carry any person whose conduct or manner is likely to cause offence or upset to other passengers and our drivers. The Company also reserves the right to refuse travel to any person who is

experiencing medical symptoms likely to cause ill health to others. It is therefore vital that you ensure that you are fit to travel on the departure date.

In either of the cases mentioned above, full cancellation charges shall be applied by the Company and the Company shall have no further liability to that passenger or to any person travelling with them.

Cancellation by You

If you wish to cancel your booking after our booking confirmation has been issued, you should inform us in writing as soon as possible - the effective date of cancellation will be the date upon which we receive such written notification.

In the event of cancellation by you, cancellation charges may be payable, as set out below.

Standard cancellation terms for our tours are as follows:

i. Cancellations made within up to two weeks prior to the trip date, Just Scotland Tours will refund the full amount already paid to us; **minus £50 administration fee.**

i. Cancellation made within less than fourteen days' notice, the deposit is non-returnable.

i. For full balance up-front payment, cancellation is made with less than seven days' notice prior the trip date, then the full amount is non-returnable.

i. in the event of a 'no show' (which will be treated as a cancellation by you) you will be charged 100% of the price. No refund will be issued for any missed departures or unused services.

*Please note, however, that the standard cancellation terms above may differ depending on the cancellation terms of any third party supplier providing any element of your tour. The standard terms above are therefore subject to any variations advised at the time of quoting the price of your private tour.

IMPORTANT CONSIDERATIONS

Special requests.

Any special requests should be advised to us at the time of booking. Whilst we will try to accommodate your reasonable special requests, we cannot guarantee that they will be fulfilled and failure to meet any special request will not be a breach of contract on our part. Where appropriate, we will pass any special requests on to any third-party supplier, but we cannot be held responsible for their failure or inability to meet your request.

We regret that we cannot accept bookings which are conditional on any special request being met.

Disabilities and Medical Problems

We will try to accommodate disabilities and medical problems where we can but please be aware that many of our tours may not be suitable. If you or any member of your party has any disability or medical problem which may affect their ability to travel on our tour then please provide us with full details at the time of making your booking enquiry, so that we can advise you as to the suitability of your chosen arrangements. If we are not informed of any disabilities or medical problems in this way then we cannot be held responsible for any cost or inconvenience incurred if we are unable to accommodate you or any member of your party.

If, acting reasonably, we are unable to accommodate the needs of the person(s) concerned then we will not confirm your booking or (if you did not give us details of the disability or medical problem at the time of making the booking request) we shall be entitled to cancel your booking and to levy the relevant cancellation charges.

Children

Passengers aged 2-15 years old need to be accompanied by an adult. Please enquire about children at the time of making your booking enquiry.

Luggage

As we operate our tours in a 9 seater Van, our luggage space is limited and we operate under strict legal weight regulations for safety reasons.

Unless otherwise notified, passengers are restricted to one medium sized suitcase/bag similar to airline standard carry-on luggage, with a maximum weight of either 14kg (31lbs) or 20kg (44lbs).

As a guideline, the dimensions of a 14kg bag should be approximately 55cm x 45 x 25 (22ins x 17 x 10). You can also bring a small, lightweight bag for personal items to carry with you on the vehicle. As this is a legal requirement, we reserve the right to refuse to carry luggage over this weight/size and may refuse travel for passengers who do not have arrangements in place to store excess baggage.

Luggage is carried free of charge but at the passenger's own risk. It is the passenger's responsibility to ensure that luggage is fit for travel, i.e sturdy and waterproof.

Travelers have to be able to lift their own luggage.

Smoking

Smoking (including e-cigarettes) is not permitted in our cars but there are frequent stops en route for those passengers who wish to smoke.

Insurance

Just Scotland Tours is set out to provide you with the best experience of Scotland, however, in the unlikely event of unpredictable circumstances occurring, the following terms were created to minimise any undue cost and stress to our clients.

Clients are required to have appropriate and adequate insurance. Such insurance should cover personal injury, medical expenses, death, repatriation expenses, loss of or damage to luggage and contents of same and expenses associated with cancellation of a trip.

In the unlikely event of the client's illness, the client is responsible for any medical costs incurred. Just Scotland Tours shall not be liable to refund any part of the cost of the trip.

It is obligatory for each client to make sure that they hold an appropriate insurance cover and that it is current and adequate for their needs. All visitors from overseas must have insurance to cover accident and repatriation.

Health & Safety

Clients are requested to **always adhere to the Tour Guide directions.**

Complaints

We actively welcome your feedback, both in respect of our own services and those provided by other suppliers. In the event that you have any complaints during the course of your tour then please bring this to the attention of your driver or tour guide as soon as possible, and we will endeavour to resolve the matter to your satisfaction.

Any complaints regarding accommodation should, in the first instance, be raised with the relevant accommodation provider.

If your complaint is not resolved locally and you wish to complain further, then please contact us at justscotlandtours@gmail.com providing all relevant information necessary to enable us to consider your complaint. We would request that any complaints be raised with us within 15 days of the end of your tour, as otherwise our ability to investigate the complaint properly may be affected.

Data Protection

We take your privacy seriously and will always endeavour to process your personal information in accordance with applicable data protection laws. In order to process your booking and to ensure that your travel arrangements run smoothly, we will need to use the personal information which you provide to us (such as your name, address, contact details, any special requirements etc).

Where you have consented, we may also use the information provided to keep in touch with you and to advise you of the Company's products and services (including special offers) from time to time. We may also pass personal information on to third parties (such as accommodation providers or other suppliers relevant to your booking) where necessary and where appropriate measures are in place. We will not, however, pass your information on to anyone who is not involved in providing (or arranging the provision of) any product or service related to your booking.

Website and Media Content

You consent to us using images and videos of you taken during the tour for advertising and promotional purposes in any medium we choose unless we are told otherwise.