



Terms and Conditions for Lindsay's Highland Tours Ltd

Welcome to Lindsay's Highland Tours Ltd. These General Terms and Conditions of Use have been established for your protection and ours. By booking a trip, you agree to comply with these terms. As these terms are subject to change without prior notice, we encourage you to review these Terms and Conditions before confirming your booking.

1. Deposits & Payments

To confirm your booking, a **deposit of 25%** of the total cost of the itinerary is required. No reservation will be held or confirmed without this deposit.

The remaining balance must be paid no later than **30 days before the tour start date**. If the balance is not received by this date, Lindsay's Highland Tours Ltd reserves the right to cancel the booking and retain the deposit.

2. Cancellation Policy

If you or any member of your party needs to cancel your booking, you must notify Elsewhere in writing via email or via the Elsewhere platform. Cancellations take effect on the date we receive the notification.

The following cancellation charges apply:

- **Up to 30 days before the tour start date:** 20% of the total cost is non-refundable.
 - **30 to 7 days before the tour start date:** 50% of the total tour cost is non-refundable.
 - **Within 7 days of the tour start date:** 100% of the total tour cost is non-refundable.
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Rescheduling Option

If you are unable to travel, you may reschedule your tour for a future date, subject to availability. We will provide a voucher for the amount already paid, valid for **12 months** from the original booking date.

3. Accommodations

Lindsay's Highland Tours Ltd carefully selects accommodations to ensure a standard of comfort and service that aligns with the expectations agreed upon at the time of booking.

- **Unforeseen Changes:** In rare instances, accommodations may need to be changed due to unforeseen circumstances (e.g., overbooking, maintenance issues, or operational challenges). If this occurs, we will arrange an alternative of similar quality and communicate this promptly.
- **Guest Preferences:** Any specific accommodation requests (e.g., ground-floor rooms, twin beds) must be shared at the **point of booking**. While we will do our utmost to accommodate these preferences, they cannot always be guaranteed.

- If guests wish to change accommodations during the trip, any additional costs incurred will be the responsibility of the guest.
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4. Crafting Fee

The crafting fee is charged before we begin building out your full itinerary on our trip builder platform. This fee is **non-refundable** but will be **deducted from the total cost of your trip** once confirmed.

The crafting fee covers the time, expertise, and effort involved in designing a bespoke itinerary tailored to your preferences, ensuring we create a trip that perfectly meets your needs.

5. On-Trip Concierge and Emergency Support

We provide **24/7 on-trip concierge support** to assist with any queries, last-minute adjustments, or emergencies during your trip. This service ensures a seamless and stress-free travel experience. Contact details for emergency support will be shared prior to your departure.

6. Services Booked by Travellers

If guests choose to book additional services (e.g., flights, activities, or accommodations) independently, Lindsay's Highland Tours Ltd is **not responsible** for the coordination, quality, or delivery of these services.

7. Travel Insurance

We strongly recommend that all travellers purchase **comprehensive travel insurance** to cover:

- Medical expenses, injuries, and repatriation.
- Trip cancellations, curtailment, and delays.
- Loss, theft, or damage to personal belongings.

Proof of travel insurance may be requested before the trip. Lindsay's Highland Tours Ltd will not be held liable for costs arising from inadequate or absent insurance coverage.

8. Transport and Drivers

- Drivers are required to take regular rest breaks to comply with legal regulations and ensure guest safety. Daily driving hours may therefore be limited.
 - For longer tours (5 days or more), it may be necessary to rotate drivers to ensure they receive adequate rest. Any changes will be communicated in advance.
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9. Liability

Lindsay's Highland Tours Ltd cannot accept responsibility for:

- Loss, theft, or damage to personal belongings during your trip.
- Delays, cancellations, or disruptions caused by third-party providers, such as airlines or accommodation suppliers. Guests are responsible for safeguarding their belongings at all times.

10. Passports, Visas, and Vaccinations

Guests are responsible for ensuring they have valid passports, visas, and vaccination certificates required for their trip. Lindsay's Highland Tours Ltd cannot be held liable for any delays or denied entry due to missing or invalid documentation.

11. Itinerary Changes

While every effort will be made to adhere to the planned itinerary, Lindsay's Highland Tours Ltd reserves the right to adjust routes, schedules, or accommodations due to unforeseen circumstances (e.g., weather conditions, transport delays, or third-party changes).

12. Tour Participation and Conduct

Guests are expected to follow the guidance of our drivers, guides, and representatives throughout the tour. Behaviour that endangers the safety or enjoyment of others may result in exclusion from the tour without refund.

13. Entire Agreement

This document represents the full agreement between Lindsay's Highland Tours Ltd and the client. Any verbal or written arrangements outside of these Terms and Conditions are not legally binding.

14. Airfare, Ferries, and Meals

Lindsay's Highland Tours Ltd does not book flights or meals unless specifically stated. While recommendations can be provided, bookings must be made by the traveller.

Lindsay's Highland Tours Ltd

Company Number: SC617440

Registered Address: 57 Fernhill Road, Glasgow, G73 4HP, United Kingdom.

T&Cs Updated: 11/12/2024