



Terms and Conditions for Lindsay's Highland Tours Ltd

Welcome to Lindsay's Highland Tours Ltd. These Terms and Conditions are designed to protect both you and our business. By booking a trip with Lindsay's Highland Tours Ltd, you agree to comply with these terms. As these terms are subject to change without prior notice, we encourage you to review them thoroughly before confirming your booking. Should you have any questions or require clarification, please contact us directly.

1. Deposits & Payments

- A **25% deposit** of the total cost of the itinerary is required at the time of booking to secure your accommodations, driver, and other arrangements.
 - **20% of this deposit is non-refundable** in the event of a cancellation, and the remaining **5% will be refunded** up to 30 days before the trip.
- The **remaining balance** must be paid **7 days prior to the start of your trip** (the first day you arrive in the country). Failure to pay by this deadline may result in the cancellation of your booking, and Lindsay's Highland Tours Ltd reserves the right to retain the non-refundable portion of the deposit.
- **Payment plans** can be arranged upon request. Please contact us if this is something you wish to explore.

2. Cancellation Policy

- Cancellations must be notified to Lindsay's Highland Tours Ltd in writing via email and will be considered effective from the date the cancellation request is received.
- **Cancellation charges** are as follows:
 - **30 days or more before the tour start date:** 20% of the total cost of the trip is non-refundable; the remaining 80% will be refunded.
 - **14 to 29 days before the tour start date:** 50% of the total cost of the trip will be refunded; the remaining 50% will be retained.
 - **Within 7 days of the tour start date or in the case of a no-show:** 25% of the total cost of the trip will be refunded; the remaining 75% will be retained.
- **Rescheduling Option:**
 - Tours can be rescheduled for a future date, subject to availability. If granted, Lindsay's Highland Tours Ltd will issue a voucher valid for **12 months from the original booking date**, allowing you to rebook within this timeframe.

3. Accommodations

- While Lindsay's Highland Tours Ltd strives to book the best accommodations based on availability and personal recommendations, **we are not responsible for the standard or service of accommodations provided by third-party suppliers**, even if these differ from what is advertised on their websites.

- Clients will be notified of their accommodations **before the trip begins**. If clients are unhappy with the selected accommodations, they must notify us **before the trip starts** to allow changes to be made.
 - **Costs for changing accommodations or upgrading rooms during the trip will be the sole responsibility of the client.**
 - If you wish to change your accommodations during the trip, all associated costs must be covered by you.
-

4. Travel Insurance

- Comprehensive travel insurance is strongly recommended. Your policy should include:
 - **Medical expenses, injuries, and emergency repatriation**
 - **Trip cancellation or curtailment**
 - **Loss, theft, or damage to personal belongings**
 - Proof of travel insurance may be requested by our team or third-party suppliers. Lindsay's Highland Tours Ltd cannot be held responsible for any costs arising from inadequate or absent travel insurance.
-

5. Images and Marketing

- During your trip, photographs or videos may be taken by our guides or shared by you with us. These may be used on our **social media platforms**, websites, or other marketing materials.
 - If you do not wish for any images to be used for marketing purposes, please **notify us in writing** prior to the trip or inform your guide on the trip.
-

6. Transport and Drivers

- Our drivers are required to adhere to legal rest periods to ensure safety. This means that there may be limits on the number of hours they can drive in a single day.
 - For **longer tours (5 days or more, but not limited to this)**, it may be necessary to rotate drivers during your trip to ensure adequate rest for our team. This will be communicated to you in advance.
-

7. Airport Transfers

- Lindsay's Highland Tours Ltd can assist in arranging airport transfers (e.g., taxis or Ubers) upon request. If this has not been pre-arranged, you will be responsible for making your own way to the starting accommodation.
-

8. Liability

- Lindsay's Highland Tours Ltd will not be held liable for:
 - Loss, theft, or damage to personal belongings during your tour
 - Delays, cancellations, or disruptions caused by third-party providers such as airlines, accommodation providers, or transport operators
 - You are responsible for safeguarding your belongings at all times. We strongly recommend securing travel insurance to cover potential losses or disruptions.
-

9. Passports, Visas, and Vaccinations

- Travellers are solely responsible for ensuring they have valid passports, visas, and any required vaccination certificates for their trip.

- Lindsay's Highland Tours Ltd cannot accept liability for delays, denied boarding, or entry refusal due to missing or invalid documentation.
 - While we are happy to provide general advice regarding travel documentation, this advice is offered in good faith and without responsibility.
-

10. Medical Requirements

- Good physical and mental health are essential to fully enjoy our tours. If you have any medical conditions or disabilities that may affect your ability to participate, you must inform Lindsay's Highland Tours Ltd in writing prior to booking.
 - We reserve the right to request a doctor's certificate confirming your fitness to travel.
 - Failure to disclose relevant medical information may result in exclusion from the tour without refund. If a medical condition arises after booking that affects your participation, you must inform us immediately so we can assess the impact on your tour arrangements.
-

11. Tour Participation and Client Responsibility

- If your behaviour endangers yourself, others, or the progress of the tour, Lindsay's Highland Tours Ltd reserves the right to exclude you from all or part of the tour without refund.
 - Participants are responsible for any damage or loss caused by their actions. You must compensate affected parties directly, and failure to do so will result in liability for all associated costs, including legal fees if necessary.
-

12. 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 accommodation arrangements due to unforeseen circumstances (e.g., weather conditions, transport delays, or overbookings).
 - If a client requests last-minute changes to the itinerary, any additional costs incurred will be the client's responsibility.
-

13. Entire Agreement

- This document represents the entire agreement between the client and Lindsay's Highland Tours Ltd. No verbal or written arrangements outside of these Terms and Conditions will be considered legally binding.
-

14. Airfare, Ferries, and Meals

- Lindsay's Highland Tours Ltd is not responsible for arranging flights or meals, although we can provide recommendations for restaurants. Clients are responsible for making their own bookings.
- Lindsay's Highland Tours Ltd is not responsible for disruptions caused by airlines or ferry operators, including delays, cancellations, or schedule changes. Any additional costs incurred as a result of such disruptions (e.g., extra accommodation or alternative transport) will be the traveller's sole responsibility.

