

Booking & Cancellation Policy

Bookings

- All tours must be booked in advance through our website using our approved booking partner Ticket Tailor.
- A booking is confirmed once payment has been received and a confirmation email has been issued.
- Guests are responsible for providing accurate contact information at the time of booking.

Age Policy

- All tours are strictly for adults aged 18 and over.
- By booking, guests confirm they are at least 18 years of age.

Dogs & Pets

- Dogs and other pets are not permitted on tours due to insurance restrictions.
- Registered assistance dogs may be accommodated where legally required and subject to insurance provisions met with advance notice where possible.

Payment

- Full payment is required at the time of booking unless otherwise agreed.
- Prices are listed in GBP and include applicable taxes unless stated otherwise.

Cancellations by Guests

- Cancellations made more than 7 days before the tour date will receive a full refund.
- Cancellations made between 48 hours and 7 days before the tour date will receive a 50% refund.
- Cancellations made less than 48 hours before the tour start time are non-refundable.
- No-shows or late arrivals are non-refundable.

Changes to Bookings

- We will do our best to accommodate date changes or participant number adjustments where possible.
- Changes requested within 48 hours of the tour may not be possible.
- Additional charges may apply.

Bad Weather Policy

- Our tours operate in most weather conditions, including light rain and wind, so please dress appropriately.
- In cases of severe or unsafe weather conditions (such as storms, flooding, extreme heat, or official weather warnings), we reserve the right to cancel, shorten, postpone, or reroute a tour for safety reasons.
- If we cancel a tour due to unsafe weather, guests will be offered:
 - a full refund, or
 - the option to reschedule to another available date.

Tour Cancellation by Company

- We reserve the right to cancel tours due to guide illness, safety concerns, or circumstances beyond our control.
- In the event of cancellation by us, customers will receive a full refund or the option to reschedule.
- We are not responsible for additional costs incurred by guests, including travel, accommodation, or other third-party expenses.

Fitness & Participation

- Guests should ensure they are physically capable of participating in the tour.
- Please advise us in advance of any medical conditions, mobility concerns, or accessibility requirements.
- Participants join tours at their own risk.

Late Arrivals

- Tours depart promptly at the scheduled time.
- We cannot guarantee that late arrivals will be able to join the group once the tour has started.

Liability

- While we take reasonable care for guest safety, participation is at the guest's own risk.
- We are not liable for loss, damage, injury, or delays caused by events beyond our reasonable control.

Contact

For booking changes, cancellations, or questions, please contact us at:

- Email: info@TrekstrideEvents.co.uk
- Website: www.TrekstrideEvents.co.uk