

## Highland Wildlife Tours

### Terms and Conditions for Wildlife Walks and Tours

1. The price we quote you for your wildlife walk or tour is the price you will pay and includes transport within the scope of the tour.
2. The cost of the wildlife walk or tour must be paid prior to the commencement of the tour. The date and method of payment will be advised by Highland Wildlife Tours when we confirm your booking.
3. No responsibility can be held by Highland Wildlife Tours for any wildlife walk or tour altered or cancelled due to reasons beyond our control, under circumstances which could not be avoided and where alternative arrangements cannot be made. In the unlikely event of our cancelling your walk or tour, we will refund the full amount you have paid, if you have paid in advance.
4. Cancellations by you up to 30 days prior to your walk or tour are eligible for a full refund (minus booking fees and charges). Cancellations by you between 15 and 29 days prior to your walk or tour are eligible for a 50% refund of the price. Cancellations by you between 2 and 14 days prior to your walk or tour are eligible for a 20% refund of the tour price. If you cancel within 48 hours of your walk or tour no refund will be given.
5. Highland Wildlife Tours will do everything possible to ensure that your wildlife walk or tour runs as described. In the unlikely event that this is not possible, we shall advise you at the earliest opportunity of any significant alterations. Any alterations so made will be of a similar quality to those described.
6. We reserve the right to change the wildlife walk or tour destination. Any such changes will not affect the standard of your wildlife viewing or sightseeing.
7. We do not accept any responsibility for loss or inconvenience due to missed departure.
8. We cannot accept any liability for loss or personal injury due to acts or omissions by persons over whom we have no control. We strongly recommend clients take out personal insurance against loss or injury.
9. Accidents can happen without any contributory negligence from Highland Wildlife Tours staff. We can accept no responsibility for loss or damage to personal property or for personal injury not arising as a result of our own act or default.

10. We cannot be held responsible for any loss or damage to personal items. We strongly recommend clients take out personal insurance against loss or damage.
11. Clients must make us aware of any medical or mental health conditions or disability which may influence the wildlife or sightseeing tour.
12. If you have any reason for complaints please notify your guide in order that the matter can be dealt with promptly.

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