|  |  |
| --- | --- |
| Laptop | [www.rootsrevealed.co.uk](http://www.rootsrevealed.co.uk) |
| Email | mailto:enquiries@rootsrevealed.co.uk |
| Receiver | +44 (0) 7935315235 |



**TOUR TERMS AND CONDITIONS**

**AND**

**TOUR CANCELLATION POLICY**

**Payment terms**

When a proposed tour itinerary has been accepted and a quotation accepted, the customer will be invoiced.

The invoice will allow payment to be made through a secure third-party site such as Stripe or Paypal.

Your tour itinerary will make it clear what is included in the tour and what is not included, such as for example, refreshments, meals, site entrance fees for museums, vehicle hire, etc.

Payment terms are as follows:

|  |  |  |
| --- | --- | --- |
| **Type of Tour** | **Deposit** | **Balance Due** |
| Vehicle based tours, such as historical tours or genealogy tours generally for one or more days | 20% of total tour cost | 6 weeks prior to tour |
| Walking tours, such as 2-hour walking tours of Ballymena | n/a | 100% at time of booking |

If a booking is made for a vehicle-based tour after the date on which the balance of the holiday is due, the full cost will be charged at the time of booking.

Your tour will be confirmed upon receipt of payment of the deposit or full payment as set out above.

**If Roots Revealed cancels a tour**

In the unlikely event that Roots Revealed needs to cancel a tour, the customer will receive a full refund of fees already paid.

**Extenuating circumstances due to COVID-19**

We recognise that COVID-19 may curtail guests’ ability to take a tour that has been pre-booked. Extenuating circumstances may include for example, a lock down that prevents travel or public gatherings, a quarantine period being introduced in the country of arrival or departure, or guests becoming ill with COVID-19. In this case, you are encouraged to get in touch with Roots Revealed as soon as possible.

You will be offered the opportunity to re-schedule at no cost or to accept a voucher if it is not feasible to specify a new date for a tour.



In the event that a re-scheduled date or a voucher is not acceptable, then a refund will be offered.

**If the Customer cancels a tour – general circumstances**

We appreciate that guests may need to cancel their tour and we encourage them to have a Travel Insurance Policy in place before travel.

If you need to cancel your tour, please get in touch with Roots Revealed as soon as possible giving information in writing and preferably using the form at the end of this policy. The completed form should be emailed to enquiries@rootsrevealed.co.uk

Alternatively, if you booked your tour through a travel agent, please contact them according to the requirements of their Cancellation Policy.

**Cancellation fees – general circumstances**

Cancellation fees are charged as shown in the table below:

|  |  |
| --- | --- |
| **Period of notice given** | **Cancellation fee** |
| More than 42 days  | 10% of tour cost |
| 41 – 28 days | 25% of tour cost |
| 27 – 14 days | 50% of tour cost |
| 13 – 7 days | 75% of tour cost |
| 6 days or less | 100% of tour cost |

**Refund of fees**

Should Roots Revealed cancel a tour the monies paid by the customer will be refunded within 14 days of cancellation.

Should the customer cancel a tour and if any monies are due, Roots Revealed will refund them to the customer within 14 days of cancellation.

**TOUR CANCELLATION FORM**

**If you wish to cancel your Roots Revealed tour, please return this Tour Cancellation Form as soon as possible and return to:**

**enquiries@rootsrevealed.co.uk**

|  |  |
| --- | --- |
| ***Your Customer Reference Number:*** ***(May be found on your Invoice)*** |  |
| ***Your Name:*** |  |
| ***Your Email address:*** |  |
| ***Please tell us your reason for cancelling the tour:*** |  |

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| --- | --- |
| **Print Name:** |  |
| **Sign Name:** |  |
| **Date:** |  |