

## **Terms and Conditions**

### **Payment**

Payment may be done through:

- International Bank Transfer (charges your bank present for sending money must be paid also)
- Paypal

A non-refundable deposit of 20% will be requested once all details of your tour booking have been agreed. On receipt of your payment, your chosen date will be confirmed. We will send out a booking confirmation email, along with a transaction receipt.

The remaining 80% balance of the fee must be paid 28 days prior to the tour date.

Any bookings made within 28 days to the tour date, must be paid in full.

### **Cancellations and Refunds**

A full refund will be given should cancellation notice be given 28 days in advance, excluding deposit.

Should Reignite Scotland need to cancel a trip due to unforeseen circumstances, a full refund (including deposit) will be given or a tour reschedule.

### **Insurance and Liability**

Reignite Scotland holds Public Liability Insurance and appropriate road risks insurance for the vehicles selected.

Reignite Scotland does not accept liability for your luggage while on tour or transit – clients are responsible for loss or damage of personal possessions, unless it can be proven negligence by Reignite Scotland.

Clients are strongly recommended to have suitable current travel insurance covering loss of luggage, medical and cancellation costs during your period of travel.

Reignite Scotland does not accept liability for any suppliers, local excursions and/or services.

Reignite Scotland will do everything reasonably possible to ensure your tour runs as planned, however we do not face any liability in the event of delay or site cancellation on the day of tour due to circumstances out with our control.

## **Health & Safety**

Smoking is not permitted within the vehicle. When outside, clients are asked to abide by Scottish law and only smoke in designated areas.

Clients must recognise the weather in Scotland can be very changeable. While reasonable adjustment to tours will be considered, clients should also be properly equipped with suitable footwear and outerwear.

Reignite Scotland reserves the right to cancel a tour if clients are deliberately disruptive or acting dangerously, this will also result in forfeiting all moneys paid. A fee may be charged for car cleaning or damage caused by unacceptable behaviour.