

Booking Terms and Conditions

Bookings must be made in writing and completed booking forms with full payment must reach the Visitor Information Centre at least 5 working days before the tour.

Payment

You may pay by one of the following methods:

1. By cheque. Please send a cheque payable to Visit Oxfordshire Ltd for the full amount due with your booking form. Cheques must be in pounds sterling and drawn on a British bank.
2. By credit card. Please complete the form overleaf and return it to the Visitor Information Centre with the booking form. An extra 1.5% will be added to the cost of your tour to cover commission charges. We do not accept American Express or Diners Card.
3. By debit card. As above but no commission charges are incurred.
4. By bank transfer. Please note that you will need to cover all the costs.

Confirmation of Booking

Once the payment for the tour has been processed and the guides booked you will be sent a confirmation of the tour by email. Receipts will be sent only on request. Agents - please ensure you send a copy of these Terms and Conditions and the booking form to your group leaders.

Cancellation/Change of Booking

Cancellation or amendments to the booking must be made in writing at least 5 working days before the tour. When a booking is cancelled a cancellation fee of 20% of the total amount of the booking will be charged. *If less than 5 days notice is given when cancelling a tour or a guide booked for a tour, or if the group fails to arrive, the total amount of the tour fee will be retained to pay the guide(s).* In the case of a change of date and/or time a £15 fee will be charged. If on the day of the tour the group size differs from that stated on the booking form and it is more than 19 people or a multiple of 19, the guide(s) will not take the additional tour delegates. (Please refer to page 1).

Late Arrival

A group arriving late for a tour will have that time deducted from their tour. Guides will wait at the meeting point for 45 minutes. They will then wait at the Visitor Information Centre for a further 1 hour and 15 minutes i.e. until the tour was scheduled to end. No refunds will be given for late arrivals. In case of delay groups must make every effort to contact the Tours Coordinator on 01865 252037.

Liability

No liability is accepted by Visit Oxfordshire for an accident occurring during a walking tour. Visit Oxfordshire acts as managing agent for the Oxford Guild of Guides who are not employees of Visit Oxfordshire.

Foreign Language Tours

Although every effort will be made to find foreign language speaking guides, this may not be possible. The Tours Coordinator will arrange for English speaking guides instead. If you have specified that this is not acceptable the tour will be cancelled.

English Tours for Groups of Foreign Students

Guides can be booked to match the English level of the group: beginners or intermediate. Please specify the level required in the booking form. We advise a 1.5 hour tour for beginners.

FEES from 1 January 2012

Please see the table below. Each group leader counts as one person and there are no free places on tours and no price reduction for children.

Large groups of young people must be accompanied by a group leader on their tour - at least one group leader per 18 students. One guide will be allocated to every 19 people.

TOURS IN ENGLISH			TOURS IN FOREIGN LANGUAGES		
No People	Guides required	Cost	No People	Guides required	Cost
1 - 19	1	£94.00	1 - 19	1	£102.00
20 - 38	2	£188.00	20 - 38	2	£204.00
39 - 57	3	£282.00	39 - 57	3	£306.00
58 - 76	4	£376.00	58 - 76	4	£408.00
77 - 95	5	£470.00	77 - 95	5	£510.00

Tours over Christmas Bank Holidays – There is a 20% surcharge for tours on New Year's Day. There are no tours available on Christmas Day and Boxing Day.