

BOOKING TERMS AND CONDITIONS

- A booking form needs to be completed to book a tour.
- Your contract for your tour will be with one or more members of the Oxford Guild of Guides. Experience Oxfordshire Limited acts as agent of members of the Oxford Guild of Guides.
- Experience Oxfordshire Limited will allocate the appropriate number of those members as your guide(s) to conduct your tour and these Terms and Conditions will apply.
- Your booking will be accepted when Experience Oxfordshire Limited has booked your guide(s) and issued an invoice to you for your tour at which point and on which date the contract for your tour shall come into existence.

Payment

Full payment of the invoice must be made **at least 5 working days** before the tour takes place.

Please quote your invoice number when making payment.

You may pay by one of the following methods:

1. By credit/debit card. We do not accept American Express or Diners Card.
2. By cheque. Please send a cheque payable to Experience Oxfordshire Limited for the full amount due with your booking form. Cheques must be in pounds sterling and drawn on a British bank.
3. By bank transfer. Please note that you will need to cover all the costs. (Please ensure that we are sent a copy of the Remittance Advice for the bank transfer, as without this, we are unable to confirm your tour).

Confirmation of Booking

By completing the booking form, you agree that all written communications with you by Experience Oxfordshire Limited will be made by email to the address specified in your booking form. Bookings will be confirmed by email after payment is received. 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

If a booking is cancelled a cancellation fee of 20% of the total amount of the booking will be charged.

If less than 7 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).

Changes to bookings

A minimum of 5 working days' notice in writing must be given for any changes to your tour. For 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 per guide, the guide(s) will not take the additional tour delegates.

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 OX1 3AS 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 Walking Tours and Groups Team on +44 (0)1865 686 441.

Limitation of Liability

- Except as set out in these Terms and Conditions, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from this contract.
- Visit Oxfordshire Limited acts as agent for your guide and it shall under no circumstances whatever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss or damage arising under or in connection with your tour.
- Nothing of this conditions shall limit or exclude liability of Experience Oxfordshire Limited for death or personal injury caused by its negligence.

Complaints

Any complaint about a tour or your guide should be notified to Experience Oxfordshire acting as agent for your guide. Experience Oxfordshire will handle the complaint on behalf of your guide in accordance with its complaint procedures but as Experience Oxfordshire Limited acts only as agent for the guides, it accepts no responsibility for the conduct of your tour.

Foreign Language Tours

Although every effort will be made to find foreign language speaking guides, this may not be possible. The Walking Tour Admin Team 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.