

# **Terms & Conditions - Explore Arran**

## **Reservations**

We book your accommodation on your behalf and act only as your agent. Your contract is with the accommodation provider. Being on the Island, we have a close relationship with our suppliers and constantly monitor their performance to ensure that they provide excellent service. However, the inclusion of an accommodation in our services does not constitute a recommendation. While every effort will be made to reserve the accommodation of your choice, we reserve the right to book an alternative price band or location where necessary. In such cases clients will be consulted and their approval obtained before any reservations are confirmed.

## **Booking and Payment**

A deposit must be received to secure your accommodation.

On completion of the booking process an invoice will be sent. This contains details of all costs including accommodation deposits, booking fees and luggage transfers where applicable. Full payment must be received to secure your accommodation. We accept payment in sterling cheque and bank draft. We don't take credit or debit cards but do take Paypal (of which they charge around 3.5%). Payments are not accepted in foreign currency.

## **Cancellations**

Should you find it necessary to cancel your trip before or after the start date, we will make the cancellation on your behalf. It should be noted that any deposits and booking fees are non refundable.

## **Personal Insurance**

For your safety and convenience we strongly recommend that clients take out holiday insurance with cover for cancellation or curtailment, baggage loss, personal injury and third party liability.

## **Baggage Transfer**

Strictly 1 Bag per person. Max Weight 18kg. No bag will be uplifted over this weight for Health & Safety reasons.

## **Complaints**

In the unlikely event that you have a problem with our service, we request that you notify us in writing as soon as possible. Should you have a problem with your accommodation it should be taken up immediately with the provider.

## **Responsibility**

We do not accept responsibility for death, injury or illness of customers on any trip. All routes are followed at the clients own risk. Bookings are made on the understanding that participants have considered the nature of the walk, are physically fit and do not have any medical conditions that may make physical activity dangerous for them.

## **Force Majeure**

We cannot accept responsibility for any loss or damage resulting from war or terrorist activities, weather conditions, fire, flood, drought, airport closures, rescheduling of means

of transport, or any other eventuality which may delay or extend the holiday.