

## Rob Roy Tours Ltd Terms and Conditions and General Tour Information

**1. Your Tour Operator:** Rob Roy Tours Limited is a fully registered Company (Registered in Scotland, No.163850), based in Edinburgh and operating in accordance with United Kingdom law and under the jurisdiction of the Scottish courts.

**2. Booking Arrangements:** When booking a tour, please send a deposit of £100.00 (€ 130) per person to secure the booking. The balance must be received by us at the latest six weeks before the start of the tour. Payment may be by cheque drawn on a U.K. Bank, by banker's draft, or by Visa or Mastercard. Please note that credit card transactions, depending on the country you book from, may be subject to charges other than bank fees.

After sending the deposit you will get a receipt with a booking confirmation and invoice for the total remaining balance. After we have received full payment, and well in advance of the beginning of your holiday, we will send further detailed documentation for your tour.

One request: with all payments please give the names of those for whom payment is being made and the tour number.

**3. Insurance:** Of course as tour operators we have public liability insurance, but no personal insurance is included in the tour prices. We strongly recommend you take out a comprehensive travel insurance policy with cover for accident or illness; medical emergency; repatriation costs; loss of luggage, money or personal possessions; personal liability; cancellation or delay of travel arrangements; and cancellation or curtailment of your holiday.

If you cancel a tour and cannot find a replacement, you will have to pay a proportion of the resulting cancellation costs as follows: more than 8 weeks before departure, 20% of the cancellation costs; for cancellations up to 8 weeks before departure, your deposit will be retained; up to 42 days: 40% of the tour price ; 28 days, 60% of the tour price; 21 days before departure, 70% of the tour price; 7 days: 90%; 3 days: 100%. You can eliminate the risk of having to meet these costs by taking out comprehensive travel insurance. This will not cost much and will buy you complete peace of mind. You can obtain travel insurance quickly and easily from your travel agent on presentation of our booking confirmation document. You will get information with our tour confirmation.

Should the situation arise, we may not claim justifiable cancellation costs provided that we can find another client at short notice to take your place on the tour. This will be decided on a case by case basis.

All participants in the tours take part at their own risk. Parents have full legal responsibility in all respects for children under 18.

**4.** Some of our tours have guaranteed departures. Other tours require a minimum number of participants, often as low as 6. If we have to cancel your tour because of lack of numbers - an uncommon occurrence - we will offer you a comparable alternative holiday of the same duration. If you decide not to accept the offer you will immediately have your payments refunded in full.

**5. Travel Regulations:** If you are travelling from another country into the U.K., you are responsible for being in full possession of a valid passport and all visas, permits and certificates that may be required. Citizens of countries in the European Economic Area may use an identity card instead of a passport.

U.S. citizens, those of the European Economic Area countries and citizens of certain Commonwealth countries do not need a visa to enter Britain.

A tip: photocopy your passport and flight tickets before you leave home: in case of loss, it will be easier to obtain replacements. Keep these copies separate from your other valuables

**6. Alterations to Programmes:** The basis of your holiday is the detailed description you have received. Your tour guide will, of course, try to ensure that the programme is followed precisely. However, we and our tour leaders reserve the right, in the case of severe weather conditions, or in the face of unforeseen circumstances outside our control, to adopt an alternative programme. This is done to ensure your safety.

**7. Inoculations and Health Care:** No inoculations at all are required for travel in the United Kingdom.

For walking tours, please bring a travel first aid kit with you which is designed to meet your individual needs. Your tour guide will carry a general first aid kit. Please make sure, to take any important medication with you in your hand luggage, certainly on your outward flight.

Should you suffer from an illness, please consult your doctor about your decision to participate in the tour. In any event, you must inform your tour leader at the first opportunity of any relevant illness, or a medical

condition such as asthma or diabetes. If you are taking prescribed drugs, it is advisable to carry a copy of your prescription (described by the generic name) together with a cover letter from your doctor, just in case you need additional supplies.

As a visitor to the United Kingdom, you are entitled in a medical emergency to free primary health care only. This does not include repatriation or any treatment that can be carried out after your return home. The answer lies in paragraph 3 above: fully comprehensive travel insurance.

**8. Currency and Methods of Payment:** You are strongly advised to bring about £100.00 sterling per person in cash with you (English or Scottish notes are equally acceptable), since you will have little opportunity to exchange currency on the first day of your walking tour.

As a rule you can use your credit cards in cash dispensers to obtain money for day to day needs; this is cheaper and easier than having to change a lot of travellers cheques or bank notes from your own currency.

Most credit cards are accepted in the United Kingdom; however, you will need ready cash for certain transactions outside the towns, and frequently in the smaller hotels, for buying drinks, snacks or souvenirs, giving tips etc..

### **9. Tips**

When buying a meal for which you are paying individually, the usual tip in hotels and restaurants is 10%. No tip is expected when you buy a drink in a hotel bar or a pub. Should you be very happy with a particular hotel, it will be much appreciated if you give a tip to be divided among all the staff. Ultimately, of course, the decision of whether and how much to tip is up to you.

**10. Meals:** The great majority of meals are included in the price of your holiday. Please refer to the information given in the detailed description in your tour programme.

**11. FOR WALKING TOURS:** Physical preparation: Generally speaking it does not matter on a walk if you arrive at your destination is an hour or two earlier or later. Stamina, rather than speed, is the decisive factor. Please study the detailed description of your tour programme to assess the physical demands it will make on you. Possibly you will want to make some preparation. You can train beforehand by walking, cycling, running or swimming. In this way you will get more out of your holiday. Call us if you are in any doubt.

**12. FOR WALKING TOURS:** Equipment List: Please consult our Equipment List.

**13. Electrical Equipment:** The electrical current in the United Kingdom is 230 volts. If you are coming to Britain from another country, be sure to bring an international electrical adaptor and/ or converter for your own safety and to avoid damage to your equipment.

**14. Books and Films:** We recommend that you consult your specialist bookshop for advice about the mass of recent publications, or you can ask us about preparatory reading once you have booked your Rob Roy Tours holiday.

Several films, such as "Braveheart" and "Rob Roy" show the landscape of Rob Roy Tours' itineraries and give a vivid introduction to aspects of Scottish history. Robert Louis Stevenson's fine adventure story, "Kidnapped", gives a colourful account of Scotland's eventful 18th century history. Our Western Highlands and Islands and Highlands tours follow in part the footsteps of the novel's hero, David Balfour.

**15. Telephones, Postage, etc....:** For the USA and Canada the international code is 001. Other international codes can be found in a British telephone directory or by calling International Enquiries on 153. After dialling the international code you leave out the 0 at the beginning of the area or regional code. Postage stamps are widely available from shops and post offices.

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