

Western Isles Wildlife

www.western-isles-wildlife.co.uk

Bird and Wildlife Tours throughout the Outer Hebrides

Terms and Conditions

- 1. Reservations and Bookings:** A reservation can be made via email or over the phone although the place is not secured on the tour until the deposit requested has been received. We will confirm the receipt of the deposit and the place on the tour by email as soon as possible after the deposit has been received.
2. If sending payment from abroad, the Customer must ensure that all bank and other charges on the transaction are paid so that the correct amount (in Sterling) is received by the Provider.
3. Payment of the final balance is due 3 weeks before the trip is due to depart.
4. You may cancel your booking at any time although due to the small nature of the groups the deposit is retained. The minimum number of clients for a tour to operate may be as small as 3 or 4. This unfortunately means that if we received a cancellation within two months of the date that the trip was due to depart then we request 50% of the full amount. If the cancellation is made within a month of the departure date then the full amount is payable. We will do everything we can to fill the place and will refund the full amount if we manage to do so. If the margins are also sufficient to cover the cost of the trip with the number of clients despite a late cancellation then we will retain the original deposit only.
5. Travel insurance is recommended on all our trips in case of sudden cancellation on the part of the client.
6. Special requests must be advised to us prior to departure and preferably at time of booking. We will advise the relevant suppliers of your requirements but cannot guarantee that such requests will be met. Furthermore, we have no liability if such requests are not met.
- 7. Tour alteration:** If in the unlikely event that we are forced to cancel a holiday for any reason, we will refund the full amount you have paid us for that holiday.
8. If there are insufficient numbers for a tour to run then we shall notify you at least 60 days before the departure date.
9. The tour descriptions and itineraries on the website are meant only as a guide. Please note that our itineraries do not constitute contracts and we reserve the right to change them at any time for emergency, logistical or other reasons so long as these alterations are in keeping with the nature of the tour. The final decision for any change rests with the tour leader(s) who is often best placed to assess the situation 'on the ground'.

- 10. Responsibilities and liability:** We will accept responsibility should the services we are providing prove deficient or not of reasonable standard. We will also accept responsibility for loss or damage due to the proven negligent acts or omissions of our employees.
- 11.** We will accept liability in respect of death, bodily injury or illness resulting from our proven negligence.
- 12.** We purchase transport, accommodation and other services from independent suppliers not under our direct control. We carefully select these suppliers although we do not accept responsibility for wrongful, negligent, or arbitrary acts or omissions of these independent contractors, their employees, agents, servants or representatives. We will do our best to rectify any issues that may arise and due to a third party.
- 13.** We will accept no liability in respect of losses or additional expenses incurred as a result of transport delays, sickness, weather, war or other political crises, strikes or acts of God. All such losses or additional expenses will be borne by the client.

Stephen Duffield
7 Carinish, Isle of North Uist, Western Isles, HS6 5HL
Tel: 01876 580619 / 07867 555971