

Terms and Conditions

These Terms and Conditions contain legal obligations. You are encouraged to read them carefully.

It is under these Terms and Conditions that bookings are made and accepted by Sights & Delights.

A customer who makes a booking at www.sightsanddelights.com consents to these Terms and Conditions and will be deemed to have accepted the Terms and Conditions on behalf of *all* individuals included in the booking.

No alterations or variations to these Terms and Conditions will be accepted unless agreed in writing with Sights & Delights.

1. Unavoidable Changes

In the unlikely event that an agreed Oxford College is closed, or a 'delight' becomes unavailable, then we will notify you by email immediately. We will offer you a choice of an alternative College or 'delight', or an alternative date, or a refund.

2. Accident or Loss

Please take care of all personal property. Sights and Delights will not be liable for any theft, loss, damage, delay, inconvenience, direct or consequential loss, however caused, unless due to negligence by Sights & Delights, in which case our liability is limited (except for death or personal injury) for damages to a maximum of the refund of the booking price.

3. Personal fitness

Customers should have a reasonable level of fitness in order to cope with the demands of a City walking tour. Sights & Delights must be informed in advance, via email to info@sightsanddelights.com, of any disabilities or special requirements, and will do its utmost to accommodate them.

4. Personal safety

By booking with Sights & Delights, customers are agreeing to listen to the safety instructions given by their tour guide and to exercise due care and attention whilst walking. Each Customer is responsible for maintaining their wellness and safety at all times during a Sights & Delights walking tour or 'delight' experience.

5. Personal conduct

Sights & Delights may, at the tour guide's discretion, require any person to be excluded from participating if the tour guide deems his or her conduct to be offensive, or a nuisance, or deemed to compromise the safety of himself/herself or others.

6. Time of arrival

Please be advised that you are required to **arrive promptly** for the start of your tour. The tour will start and finish at the time specified on your booking confirmation email. For customers who are late for their tour, and so delay the start time, there is no corresponding delay to the finish time.

7. Weather

Sights & Delights runs tours and delights in all weathers. We advise you to dress appropriately.

8. Children and Pets

Children under age of 17 shall be accompanied by a responsible adult (aged over 21). No pets are permitted on Sights & Delights tours, with the exception of Guide Dogs.

PRICES & BOOKINGS

9. Prices

All tour prices are per group of up to and including 8 people, and NOT per person, and are in British Pounds Sterling. **All delight prices are per person** and in British Pounds Sterling. Payments should be made by credit or debit card in pounds sterling. Prices appearing on the website are current and can change with no prior notice. Once a Customer has booked with Sights & Delights, the Customer will not be required to pay any difference in the event of a price increase.

10. Included in prices

All prices for tours include the services of a professional Green Badge guide for the City of Oxford. Prices for delights entailing entry into a building include admission fees; prices for delights that state inclusion of food and/or drink include the cost of stated refreshments. Any other expenses incurred by the customer are not included in the tour price.

11. Changes to a booking

It is not possible to make changes to an existing booking, unless Sights & Delights receives notification 72 hours in advance, in writing, to info@sightsanddelights.com.

12. Booking cancellation by Customers

Cancellation:

- more than 14 days prior to tour date: all money refunded (less £10 administration charge).
- 8 – 14 days prior to tour date: 50% refund.
- 3 – 7 days prior to tour date: 25% refund.
- Less than 72 hours prior to tour – no refund.

13. Booking cancellation by Sights & Delights

In the highly unlikely event of a tour being cancelled by Sights & Delights, we will offer an alternative tour date or refund.

14. Booking refunds

If you are not happy with the tour and would like to request a refund, please state your reasons clearly in an email to info@sightsanddelights.com. This does not include customers who fail to turn up for their tour at the designated time. **We do not offer refunds to people who miss part of the whole of the tour because they are late.** Payments made by Credit or Debit card will only be refunded to the card originally used.

All customers are strongly advised to arrange their own travel insurance.

Sights & Delights and its tour guides shall be liable for any loss, damage or injury, accident, delay or irregularity suffered by any customer however caused, **only to the extent that they are themselves liable under English Law** for negligence or breach of the conditions of the contract. The client's contract with Sights & Delights is subject exclusively to English Law and jurisdiction.