



Terms & Conditions

Thanks for choosing Edinburgh Expert – all tours and information packages are subject to the standard terms and conditions described below. Please take time to read them in full to understand what I offer. If you would like to contact me with any queries or questions, please feel free to do so. You can email me on gareth@edinburghexpert.com or telephone me directly on 0131 235 2351 or (+44) 131 235 2351 from overseas.

“Tour dates may be rearranged, subject to availability...”



Private tour dates are offered subject to availability, and can be secured with payment in full or a deposit.

In the event of your travel plans changing at short notice, private tour dates may be rearranged. There is no charge for rearranging dates, subject to availability.

If you need to cancel your private tour **up to two weeks prior to your tour date**, your payment will be refunded, less a £50 cancellation fee. If the cost of your tour is less than £50, no money will be refunded to you.

No refunds will be offered for private tour cancellations within two weeks of the tour date, unless a replacement tour is able to be scheduled with another customer. In the event of a replacement tour being secured, a full refund of payments made will be offered. No refunds will be offered for tours which have previously been rearranged or rescheduled.

For the **Lowlands Grand Tour** and **Scotland in a Day** package, a **non-refundable deposit of £150** is required to confirm your tour date. The confirmed balance is due one calendar month before the tour date.

For prepaid **public tours**, no refunds will be offered for cancellations, but your payment may be transferred to an alternative date for free, or can be rescheduled or 'upgraded' to a private tour, subject to availability.

All tours take place whatever the weather. Dress accordingly! It is not recommended that you participate in tours wearing high-heels, flip flops or in bare feet (!). In the event of bad weather, tours may be re-routed to provide maximum shelter, as appropriate.

I will advise you in advance of the specific terrain of our tour, but as Edinburgh is an old city of hills and valleys, uneven steps and cobbled roads, please wear sturdy shoes or boots that you will be comfortable in for the duration of your tour.

Tours will be conducted in English. I will not be wearing a kilt. I will not be playing bagpipes.....!

For private tours, please advise me in advance of any health or mobility needs that I may need to account for in planning your route.

We will walk at a comfortable pace for the group, with regular stops as required. Because of the nature of Edinburgh's geography and layout, **Edinburgh Expert tours are not generally suitable for groups with a below-average level of fitness.**

On the tour, group members are responsible for their own physical safety, health and wellbeing.

Edinburgh Expert accepts no liability for any accident, injury, or loss or damage to personal belongings whilst on an Edinburgh Expert walking tour, and by joining a tour you acknowledge and accept this condition of non-liability.

Children are the sole responsibility of the supervising adults/parents. Please contact me in advance to discuss bringing children under the age of 7.

Information about Edinburgh, its restaurants and attractions, is provided in good faith based on research and personal knowledge. You should always confirm details with venues themselves.

Unless explicitly specified, your payment to Edinburgh Expert will not cover entry to paid attractions, and guided tours will not be given inside paid attractions. Access to free attractions will be subject to the terms of entry of the attraction.

The availability of my dog Monty for the [Tours With Paws](#) option is subject to Monty's health and disposition on the day. No charge is made for his attendance on tours, and as such circumstances may mean he doesn't join your tour. I will endeavour to let you know in advance if you have requested Tours With Paws and he isn't able to join us.

Submitting a booking request for an Edinburgh Expert tour is deemed to be acceptance of these terms by **all** members of the group. Please contact me in advance of booking to discuss any questions you may have.

I look forward to meeting you and showing off the city that I call home!

**“Tours will
take place
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**Edinburgh Expert is
owned and managed by
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