

Terms & Conditions

Going
Forth Ltd. T/A Wild Green Travel

Booking Confirmation Tickets

Tickets are valid only to whom they were issued and are not transferable to other persons. Tickets must be produced upon request at any time. If your ticket is lost or stolen it should be reported immediately for replacement. Upon receipt of travel documents the responsibility lies with the customer to check the dates and times are correct. Surcharges may only be added due to increases in tax, fuel, tolls and/or exchange rates (since time of publication in brochures or online). Any such increases will be made public on Wild Green Travel website. Wild Green Travel reserves the right to lower the tour price without consequence to existing bookings.

Customer Bookings

Full payment for each person must be received prior to a booking being accepted. When full payment is made Wild Green Travel will reserve your place on the tour subject to availability and at our discretion. All accommodation on tour will be reserved by Wild Green Travel. The payment of this as well as meals and activities comes under Local Payments. These are compulsory and are made directly to the providers. The contract of sale is only made when the confirmed booking is accepted by Wild Green Travel and confirmed through communication to that effect.

Customer Cancellations

To amend the departure date for a booking, there will be an administrative fee of £15 per booking, payable to Wild Green Travel.

Any cancellations must be made in writing to Wild Green Travel.

If the reason for cancelling your tour is covered under your insurance policy, you may be able to make a claim under that policy.

Cancellations more than 14 days before tour departure will be issued a 60% refund.

Cancellations less than 14 days before tour departure, there will be no refund given.

Tour Insurance

No travel insurance is included in the ticket. It is strongly advised you seek the appropriate level of cover for your trip to cover cancellation, medical expenses, personal accident, personal baggage etc.

Wild Green Travel is covered by Employers Liability Insurance and Public Liability Insurance. Wild Green Travel

accepts no responsibility for any loss or damage to personal belongings or liability for personal injury/death whatsoever, excluding the full extent permitted by law.

Tour Travel

All national laws, regulations, currency restrictions and customs must be adhered to. Failure to do so may result in your tour being terminated.

Wild Green Travel accept no responsibility for inaccurate arrival/departure times made by 3rd parties.

Failure to comply with Wild Green Travel representatives and/or negatively affecting the general enjoyment/wellbeing of tour members may result in termination of your tour. In such circumstances there will be absolutely no refund plus any additional costs will be incurred solely by you.

We accept no responsibility for the behaviour of any tour participants or for the ramifications of their behaviour.

Third party accommodation may be altered if applicable for your tour.

Wild Green Travel will endeavour to offer you the tours as planned. However we do reserve the right to vary, alter and cancel any/entire itinerary stated and/or the size of vehicle. In the highly unlikely event of a tour being cancelled,

refunds or credit notes will be made at the discretion of Wild Green Travel.

Customer Responsibilities

Any medical, physical and/or mental conditions must be revealed to Wild Green Travel, prior to departure. Failure to do so may result in termination of your tour. Children 16 and under must be accompanied by a parent or guardian.

No smoking on Wild Green Travel vehicles.

Any complaints must be made directly to Wild Green Travel representatives whilst on the tour. If the issue remains unresolved you have 28 days in which to write to Wild Green Travel reporting the incident, thereafter no claims shall be considered.

We accept no responsibility for the weather and will not accept any cancellations on the basis of weather conditions.

Any unsuccessful legal action against Wild Green Travel will result in any/all costs being incurred by those whom pursued the action.

All bookings made are subject to these terms and conditions.