



Highland Safaris



Terms & Conditions of Business Health and Safety Statement of Intent & Risk Assessment

Groups and Fit

BOOKING TERMS

All booking have to be confirmed in writing.

E-mail bookings sent to info@highlandsafaris.net with your company name in the subject line.

Please ensure that your booking confirmation includes the following information:

- Safari Name
- Date and Time of Safari to be booked
- Client name and Nationality
- Client mobile contact number where possible
- If required age of children
- If required for bike hire client height

Bookings are not confirmed until email confirmation is received from Highland Safaris

Your company vouchers must highlight tour operator details and above information

CANCELLATIONS GROUPS

Cancellations up to 14 days prior to arrival are free of charge.

Cancellations within 14 – 7 days 25% cancellation charge

Less than 7 days prior to the event – 100% cancellation charge will apply.

If the actual number of those arriving is less than booked, no refund can be made unless notice has been given to the Company and received at least 7 days prior to the event.

Any cancellation must be made in writing and need to be reconfirmed by Highland Safaris.

CANCELLATIONS INDIVIDUALS

When notification of cancellation is received less than 5 days prior to Safari date - 50% cancellation charge

When notification of cancellation is received less than 48 hours in advance of Safari departure time - 100% cancellation charge

If no notification of cancellation is received - the customer will be held liable for the full cost of the cancelled activity

We regret no refunds can be offered if the Customer is late for a tour

GROUPS OVER 24 PAX

If group is over 24, it will be split into morning and afternoon departures. Up to 24 pax will go on Safari at 0930 with the remaining clients going on Safari at 1330 hrs. Minimum numbers is 2 pax

RATES

All rates are based on a per person rate.

Highland Safaris reserve the right to amend all rates quoted in the event of any changes in Government taxes. If the group is reduced below our minimum group number due to cancellation or non-arrival, Highland Safaris shall be entitled to vary the rate and conditions.



Highland Safaris



Terms & Conditions of Business

Health and Safety Statement of Intent & Risk Assessment

PAYMENT

Unless otherwise agreed, the full amount of the balance payable for each event must reach our bank account seven full days before the event.

Highland Safaris ("the Company") reserve the right to cancel all arrangements and bookings without prior notice if these conditions are not met.

FORCE MAJEURE

Highland Safaris shall not be liable for any loss or damage arising out of or in connection with the event where performance and/or prompt performance of the contract is prevented by reason of war or threat of war, riot, civil strike, industrial dispute (affecting employees or any person other than those of the company), terrorist activity, natural and nuclear disasters, fire, adverse weather conditions, hostilities or political unrest and other similar conditions beyond the control of the company.

WEATHER AND SAFETY CONDITIONS

Highland Safaris reserves the right in its absolute discretion to refuse to carry any person whose conduct or manner causes or is likely to cause offence or upset to other Passengers. In such cases full cancellation charges will apply and the Company shall have no further liability to that Passenger.

We reserve the right to alter the agreed itinerary if weather dictates and/or your safety is at risk. However, this would only be done in extreme circumstances and be done in full consultation with yourselves

Highland Safaris has Public Liability and Passenger Transport Insurance, a copy of which can be sent to you on request. All clients taking part in off-road driving will be asked to read and sign our Safety Awareness Policy Document.

COMPLAINTS

Highland Safaris would prefer to have the opportunity of improving the clients' quality of experience rather than satisfying any disappointments upon their return home. If your clients are dissatisfied with any of the arrangements that Highland Safaris have made for them, they should contact their event co-ordinator on the day, or telephone number below on the day of their event. Highland Safaris cannot accept liability in respect of any complain that is not reported to us during an event or within 14 days of the event.

INSURANCE

The Company has full public liability insurance and passenger transport liability and will take every opportunity to reduce the risk involved in activities offered however, due to the nature of the activities there will always be some degree of risk involved. Whilst not mandatory, you may wish to arrange your own personal injury insurance and/ or holiday insurance. Please note, instructions from employees of the Company must be obeyed at all times in order to minimize risk.



Highland Safaris



Terms & Conditions of Business **Health and Safety Statement of Intent & Risk Assessment**

REDUCTION IN NUMBERS.

The Customer must inform the Company in writing of any reduction in numbers 5 days prior to the Safari, any reduction in numbers less than 5 days prior to the Safari date will result in the Customer being held liable for the full cost of the reduction.

Minimum Numbers

Our minimum number on every experience is 2 full paying adults unless otherwise stated below:

- 4x4 Off Road Driving - 1 full paying adult
- Glenlyon Cycling Safari Route - 4 full paying customers
- Loch Tay Safaris – 6 pax

Groups and fit

Weather

Safaris will take place in all weather deemed safe in the opinion of the Directors of the Company. The Company reserves the right to alter routes should this be necessary in order to provide the best service possible in the given conditions. The above cancellation policy applies for Safaris cancelled by customers due to weather conditions.

Clothing

Sturdy footwear and suitable outdoor clothing must be worn. The Company reserves the rights to refuse participation to customers who dressed inappropriately with inappropriate footwear.

Alcohol and Drugs

The Company reserve the right to refuse participation to clients they believe are under the influence of alcohol or drugs, in such circumstances no refunds shall be given.

The Company reserves the right to refuse participation to any Customer whose conduct or manner is likely to cause offence or upset to other passengers. In such cases full cancellation charges apply and the Company shall have no further liability to that passenger.

ACCEPTANCE OF TERMS AND CONDITIONS



Highland Safaris



Terms & Conditions of Business

Health and Safety Statement of Intent & Risk Assessment

All customers working with Highland Safaris will be deemed to have agreed to these conditions without variation once they have booked a tour / event and submitted the deposit.

For and on behalf of Highland Safaris.

For and on behalf of

Signature:

Signature:

Name: Donald Riddell

Name:

Position: Director

Position:

Date:

Date:

HEALTH & SAFETY STATEMENT OF INTENT

The Directors acknowledge their corporate responsibility for the health, safety and welfare of their employees at work and for the protection of other persons against risk to their health and safety out of, or in connection with, the activities undertaken by Highland Safaris.

Highland Safaris is fully committed to meeting its safety, health and environmental responsibilities in terms of complying with relevant legislation. The Directors shall transmit within their sphere of control and influence, the belief and commitment that safety, health and environmental protection are an integral element of all our activities and is of equal importance to quality of service.

The Directors have joint responsibility for the implementation of health and safety arrangements. This includes the monitoring and reviewing of the Safe Systems of Work, which are designed to ensure that



Highland Safaris



Terms & Conditions of Business

Health and Safety Statement of Intent & Risk Assessment

Highland Safaris is meeting its legal obligations and to provide a springboard for Continuous Improvement principles.

All employees and contractors have a legal Duty of Care to ensure that the activities they are undertaking are carried out safely, with due consideration of the risk of harm to themselves or others, and in accordance with the relevant health and safety regulations. Furthermore, employees have a duty to co-operate with the employer in achieving and maintaining safe working practices. Visitors and members of the public are requested to observe safety signs, exercise appropriate supervision of their children and keep pets under control.

Donald Riddell will act as the Health and Safety Co-ordinator for Highland Safaris and will provide a focal point for all matters relating to Health, Safety and Environmental Protection.

For and on behalf of Highland Safaris.

Signature:

Name: Donald Riddell

Position: Director

Date:

Signature:

Name: Julie Riddell

Position: Director

Date:

GENERAL INFORMATION

- Clothing recommendations; sturdy outdoor shoes and an outdoor jacket – please note that Highland Safaris are equipped with hats and hand warmers on board each Land Rover if required
- Practical Vehicle information
 - Some vehicles carry up to 8 passengers and some carry up to 11 passengers.



Highland Safaris



Terms & Conditions of Business

Health and Safety Statement of Intent & Risk Assessment

- Loch Tay Safaris carries 12 passengers and 2 crew and is based in Kenmore
 - To assist passengers into Land Rovers, Safari Rangers provide additional steps to ease the transfer
 - Binoculars and telescopes are provided in each vehicle
-
- There is no further walking during the course of a Mountain Safari
 - Also, please note that toilet facilities are limited on safari