



TERMS & CONDITIONS

Highland Adventure Safaris Ltd ("the Company") accepts your ("the Customer") booking under the following terms and conditions.

Bookings

Bookings can be made online, over the phone and in person and will be confirmed upon receipt of full payment. Full payment can be made via card online, over the phone or in person.

Cancellations and Refunds

The Company will only cancel Safaris due to circumstances out-with our control, in this case a free transfer to an alternative date will be offered or a full refund will be available. Where the customer cancels the tour reservation then the effective date of cancellation will be the date the company receives written notification of the cancellation. In the event of a cancellation, a charge as detailed below, shall be payable by the Customer.

Cancellation Charges

The following cancellation charges apply to all bookings:

- 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

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.

Force Majeure

The Company does not accept any liability for loss, inconvenience or damage caused by war, threat of war, riot or civil commotion, terrorist or criminal activity, industrial disputes, natural disasters, fires sickness, weather conditions, road or traffic conditions, temporary mechanical or electrical breakdown, explosion of or radioactive contamination from any nuclear facility or other events beyond the control of the Company.

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 4 full paying adults. Should the minimum numbers not be reached we reserve the right to cancel the experience.

Except 4x4 Off Road Driving where the minimum number is 1 full paying adult and our Private Charter Safari where the minimum number is 2 full paying adults.

4x4 Off Road Driving Experience

Prior to taking part in our 4x4 off road driving experience, you must declare that you hold a valid full UK driving license that holds no more than 3 penalty points at the time of your experience.

Throughout the experience you must comply with staff instructions to protect your safety and that of others. Highland Safaris reserves the right to refuse participation to anyone we feel may be a risk to health & safety.

Smoking

Smoking is not permitted in any of our vehicles or in the Safari Lodge.

Dogs

Dogs are not permitted on our Safaris on in our Red Deer Centre however dog owners and dogs are very welcome at our Safari Lodge.

Children

We welcome children of all ages on our Safaris, for families with young children we would highly recommend a Forest Safari combined with a visit to our Red Deer Centre.

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.

Complaints Procedure

The company will do everything in their power to ensure every customer has a thoroughly enjoyable experience. If any customer is dissatisfied with any part of the experience provided, the exact reasons for their feelings must be detailed in writing and given to the company. This document will then be taken into consideration by the Company who will ensure a satisfactory outcome is reached for both parties.

Gift Vouchers

Gift vouchers are valid for 12 months from date of purchase unless otherwise stated. After this period, the Gift Voucher has expired and cannot be redeemed.

Highland Safaris

Dull

Perthshire

PH15 2JQ

Tel: 01887 820071

www.highlandsafaris.net

info@highlandsafaris.net