



Terms and Conditions

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

Bookings

Bookings can be made via phone, email, in person or through our website and will be confirmed upon receipt of full payment. Full payment can be made via credit card on our website or by phone, cheques are also accepted and must be made payable to Highland Safaris and sent to the address below.

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 or activity 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 unless otherwise stated below: Should the Minimum numbers not be reached we reserve the right to cancel the Experience.

- 4x4 Off Road Driving - 1 full paying adult
- Glenlyon Cycling Safari Route - 4 full paying customers

Smoking

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

Dogs

Unfortunately dogs are not permitted in our vehicles however there is a shaded area in the car park for dog owners and dogs are welcome at our Safari Lodge.

Children

We welcome children of all ages on our Safaris, for advice on which safari would be most suitable for your family, please contact us.

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. Gift Vouchers can be extended at an additional charge of €40 per month for up to 6 months, after this period, the Gift Voucher has expired and cannot be redeemed.

Highland Safaris

The Safari Lodge

Aberfeldy

Perthshire

PH15 2JQ

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[You can also download a PDF of these terms and conditions](#)