

Heritage of Industry

Journeys into the Industrial Past



Standard Terms and Conditions

- 1 Heritage of Industry Ltd undertakes tours on the basis of these terms and conditions, which, read with the booking form and the information accompanying it, set out the full terms of your agreement with Heritage of Industry Ltd ('the Company'). No variation can be accepted unless made in writing and signed by the Company.
- 2 Bookings can only be made definite when the completed booking form plus the deposit specified on the booking form is received and accepted in writing by the Company. The deposit is not refundable.
- 3 The balance of the tour price must be received by the Company not later than 8 weeks before the first day of the tour or as specified in the booking arrangements failing which the booking may be cancelled and cancellation charges (equivalent to the amount of deposit) levied.
- 4 In the event that the booking is made less than 8 weeks before the first day of the tour then the full amount of the tour price will need to be paid immediately.
- 5 In the event that you wish to cancel your booking, you must notify the Company in writing. If the notification of cancellation is received by the Company more than 8 weeks before the first day of the tour then only the deposit will be forfeit. If the notice is received less than 8 weeks before the first day of the tour the following charges will apply: 6 to 8 weeks, 50% of the tour price; 4 to 6 weeks, 75% of the tour price; 4 weeks and under, 100% of the tour price. No refund at all will be given for any cancellation on or after the first day of the tour or for any meals, trips or other facilities not used or taken.
- 6 The Company will make every effort to operate the tour as confirmed to you. However, the Company reserves the right to cancel or vary any aspect of the tour should this become necessary due to any circumstances beyond the Company's reasonable control such as war, political unrest, industrial action, exceptionally inclement weather or other circumstances amounting to force majeure, or any other circumstances which in the opinion of the Company require the cancellation or variation of the tour. In the event of cancellation, you will be notified immediately and offered either an alternative comparable tour or a refund of all monies paid as appropriate.
- 7 The Company does not own or operate any of the means of transport you will be using or the hotels, restaurants, buildings or other sites that you will be staying at or visiting. Accordingly, the Company cannot accept any liability whatsoever for any loss injury or damage that may occur or that you or those accompanying you may suffer as a result of any negligence or breach of contract or failure to perform any other duty by any owner employee servant or agent of any such means of transport, hotel, restaurant, building or other site.
- 8 The Company also cannot accept any responsibility for any loss damage or personal injury howsoever arising suffered by you or those accompanying you whilst on any tour unless such loss damage or personal injury is the direct result of negligence by the Company itself.
- 9 In the event that you have any complaint in connection with the management or operation of any hotel, restaurant or other premises which are on part of the tour organised by the Company then that complaint should be made immediately to the management of that hotel, restaurant or premises so that the complaint can, if possible, be acted upon immediately.
- 10 No claim or complaint that you may have against the Company can be accepted unless such claim or complaint is notified in writing to the Company within 7 days from the end of the tour.

May 1999 (Reviewed January 2019)