

BOOKINGS AND CANCELLATION POLICY FOR SCHEDULED TOURS

'Winchester Pub Tours' is a trading name and part of 'The Spirit of Winchester Ltd'

Bookings will only be confirmed after payment has been completed.

Cancellations

If your tour is rescheduled or changed, The Spirit of Winchester Ltd will give you the option of retaining your ticket, rescheduling to another tour or alternatively claiming a full refund.

In the unlikely event that a tour is cancelled by The Spirit of Winchester Ltd, you will be refunded in full.

If you cancel your tour at least 1 day (24 hours) notice is required for a full refund. No refund is issued if you cancel the tour within 1 day (24 hours) of the tour commencing.

Refunds

If you are entitled to a refund, The Spirit of Winchester Ltd will refund your booking in the same way you made the payment.

Refunds will only be given on the ticket price, not on any other costs incurred.

Complaints

The Spirit of Winchester Ltd pride ourselves on first class customer service. If in any way you are unhappy with the tour please let our guide know. In the unlikely event you are still unhappy, please contact us by phone or email stating the problems you incurred and they will certainly be addressed. This does not affect your statutory rights.

Attending The Tour

Before you finalise your booking, please read all the terms and conditions that apply to the tour and/or ticket. If you or any member of your party has particular requirements please let us know and we will look to accommodate. There will be no guarantee that requirements will be met if we are not notified at the time of booking.

When you receive your confirmation email/tickets please read all the information carefully. When attending the tour, please bring ID to prove age.

You must be aged 18 or over to join the tours.

Please make sure you arrive on time as we cannot wait. If you cannot find us or you are delayed please contact your guide so you can catch up with the tour. You can contact your guide on 07789184486

Children

Unfortunately children cannot join The Tours.

The Tours

Please wear appropriate clothing and shoes for the tour as they go ahead in all weather. We have slight hills and cobbled streets on the route. Seating and toilet facilities will be available at all stops.

Please take care when crossing roads.

Please take care when walking especially if ground is wet or icy.

Please let us know in advance if you feel you would need any assistance to take part in this tour and we will look to accommodate.

Timings

We will aim to complete The Tours within 3 hours however it can vary depending on how many people are in the group, service times in establishments and how much the party are enjoying themselves. Please leave extra time at end of tour before arranging another event.

Alcohol

If anyone arriving at the start of the tour is under the influence of drugs or alcohol we reserve the right not to take them on the tour and the right not to offer a refund.

Alcohol is available on the tour so proof of age will be required if you look under the age of 25.

Do not drive after the tour if you have been drinking alcohol. For more information see here. <https://www.gov.uk/drink-drive-limit>

It is recommended to drink soft drinks if driving after the tour.

Photography

Photographs and video footage may be taken during the tour for editorial or promotional purposes. These images may be used online or in printed matter. If you do not want images of you or your party to be used please let us know in writing in advance of the tour.

Liability

The Spirit of Winchester Ltd excludes all liability for any loss, damage to personal property or injury to you, however caused but does not exclude liability, where any death or injury is caused by the negligence of The Spirit of Winchester Ltd.

Indemnity

The Spirit of Winchester Ltd may hold you liable for any loss, expenses (including but not limited to reasonable legal costs and disbursements), losses and damages arising from or incurred by reason of any claims, demands, actions that arise as a result of your breach of these terms and conditions. This indemnity shall not apply to the extent any such claim or demand or action arises as a result of the Company's breach of these terms and conditions.