



## FREQUENTLY ASKED QUESTIONS

### Tour Coverage: England, Wales and Scotland

#### **Q: Do you offer tours within London?**

**A: No.** We do not provide guided tours within London itself. London is a world-class destination with an excellent network of local guides, Blue Badge professionals, and specialist walking tours that are far better suited to navigating the city's pace and complexity.

That said, we're happy to collect you from any London hotel or residence as the starting point for your tour. Many of our guests choose to combine a stay in the capital with day or multi-day trips to the English countryside and we'll make that transition seamless, comfortable, and stress-free.

#### **Q: Do you offer tours across the whole of England?**

**A: Yes.** While many of our guests explore southern and central England, we also offer extended tours to the north, west, and coastal regions including destinations such as Yorkshire, Northumberland, the Lake District, and Cornwall. If it's in England and worth visiting, we'll take you there comfortably, safely, and in style.

#### **Q: Do you offer tours to Wales?**

**A: Yes.** We're happy to create bespoke itineraries that include Wales from the castles and award-winning coastline (Rhossili beach has been named one of the world's most beautiful alongside beaches in Thailand, the Caribbean and the Philippines!) to the mountains of Snowdonia or the vibrant capital, Cardiff. Tours can be built as day trips from the border or included as part of a longer multi-day journey.

#### **Q: Do you offer tours to Scotland?**

**A: No.** While we don't conduct tours in Scotland ourselves, we work closely with two award-winning partners [Rabbie's](#) and [Crosby and Bruce](#) who specialise in premium Scottish experiences.

You can fly directly to Edinburgh, Glasgow, Aberdeen or Inverness from most UK cities and many international airports. Alternatively, we can drive you from London to Scotland over 1–2 days as part of a bespoke extended itinerary often incorporating beautiful stopovers in the Lake District or Northumberland along the way.

We'll happily coordinate your journey with our trusted Scottish partners to ensure a seamless travel experience from start to finish.

**Q: Can I combine England and Wales in one tour?**

**A: Yes.** Many guests choose to explore both England and Wales as part of a multi-day itinerary. We'll design a seamless journey that reflects your interests from the Cotswolds to the Brecon Beacons, or from Oxford to the Wye Valley.

**Q: Can you help me plan a longer UK itinerary across multiple regions?**

**A: Certainly.** Whether you're visiting for a few days or several weeks, we can craft a connected journey across England, Wales and with our partners, even Scotland. You'll travel in comfort and at your own pace, with no need to change hotels daily or worry about logistics.

**Q: Can we start or end our tour in Wales or Scotland?**

**A: Yes.** We offer flexible pick-up and drop-off options. It's possible to begin your journey in London and end in Wales or vice versa and we'll help coordinate any connecting travel to or from Scotland if needed.

**Q: Do you offer airport pick-ups or cross-border transfers?**

**A: Yes.** We can collect you from most major airports or train stations in England and Wales. While we don't operate tours within Scotland, we can assist with a scenic cross-border transfer from London to Scotland or recommend flights and local guides to continue your journey.

**Q: Can you take us to remote or off-the-beaten-path locations?**

**A: Yes.** One of the advantages of travelling with Able and Fox is our access to lesser-known places and scenic routes that larger vehicles and tour groups can't reach, especially in rural Wales, the Lake District, or Northumberland.

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## Planning Your Itinerary

**Q: Do you collect from cities other than London?**

**A: Yes.** While many guests begin their tour in London, we regularly collect from other locations such as Bath, Oxford, Windsor, and surrounding areas. We're happy to align with your travel plans whether you're arriving by train, air, or staying outside the capital. Let us know where you'll be, and we'll build your tour accordingly.

**Q: How do I know where I want to go?**

**A:** That's exactly where our expertise comes in. During our initial consultation, we'll discuss your interests, travel style, timings, and any special requests then craft a bespoke tour that reflects your vision, whether you have a clear itinerary in mind or none at all.

If you'd like to explore ideas beforehand, here are some helpful links and resources to inspire your journey:

- [VisitEngland.com](https://www.visitengland.com) – The official tourism site for England
- [VisitWales.com](https://www.visitwales.com) – For castles, coastlines, and rural beauty
- [VisitBritain.com](https://www.visitbritain.com) – A broad overview of UK highlights
- Our own [Tours and Experiences](#) page – A curated selection of destinations and ideas

## Booking and Payment

### **Q: How do I book a tour?**

**A:** Contact us via phone, WhatsApp or email. All bookings are handled personally to ensure accuracy and a truly bespoke service.

### **Q: Will I receive an itinerary and invoice before payment?**

**A: Yes.** We email a detailed itinerary and formal invoice for electronic signature. Only after you approve them do we request payment.

### **Q: Is a deposit required?**

**A: Yes.** A 20% non-refundable deposit secures your dates and is deducted from the final balance.

### **Q: When is the final balance due?**

**A:** The balance is payable 7 days before the first travel date.

### **Q: What payment methods are accepted?**

**A:** UK Bank Transfer (BACS) International IBAN/OBAN transfer Secure Revolut payment link

### **Q: How far in advance should I book?**

**A:** Popular dates (spring/summer weekends and UK holidays) fill up months ahead. We recommend enquiring as early as possible; last-minute availability is never guaranteed.

### **Q: Can you book tickets for attractions or excursions on our behalf?**

**A:** Yes. We're happy to arrange tickets for museums, historic sites, special exhibitions, gardens, or any third-party excursions you wish to include in your itinerary. These bookings are made as a courtesy service and are in addition to your tour cost.

Ticket fees must be paid in advance and will be invoiced separately at the time of booking. This ensures your entry is secured, saves you time, and allows for a seamless experience on the day.

## Changes, Cancellations and Refunds

**Q: Can I move my tour date after I've paid?**

**A:** One date change is free if requested 7 days in advance and the new date is available. Later or multiple changes may incur an admin fee or be treated as a cancellation.

**Q: What is your cancellation policy?**

**A:** More than **30 days before travel** – **80% refund** (the 20% deposit is retained to cover planning, research, and administrative costs). **8 to 30 days before travel** – 50% refund of the total amount paid (the deposit remains non-refundable). **7 days or fewer / no-show** – No refund. Exceptional circumstances – In cases such as medical emergencies, cancellations may be reviewed on a case-by-case basis

**Q: Do I get a refund if part of the itinerary isn't met?**

**A: No.** Once a tour has begun, refunds are not issued for missed stops caused by traffic, weather, local closures or guest delays. Your guide will propose suitable alternatives of equal value.

**Q: Will I be notified if changes to the itinerary are expected?**

**A: Yes.** If we foresee any alterations before departure (site closures, weather, etc.) we will contact you promptly with options. On the day, your guide will explain any necessary adjustments.

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## On-the-Day Flexibility

**Q: Can I request extra stops or changes during the tour?**

**A:** Where practical, yes. Minor detours are usually possible; major extensions may shorten other visits or incur extra hourly charges. The guide will advise what's realistic.

**Q: What happens if I'm late for pick-up?**

**A:** Waiting time counts toward the tour's total hours. Significant delays may require the itinerary to be shortened; refunds are not provided for lost time.

**Q: What happens in bad weather?**

**A:** Tours run in most conditions. This is England;-) Routes may be adjusted for comfort and safety, and indoor alternatives suggested where appropriate. Plus, we have umbrellas, disposable rain macs, shoe protectors, hand warmers and other inclement weather accessories with us always. See 'Tour Accessories and Emergency Equipment' List on the 'Resources' page

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## Pricing and Inclusions

**Q: Are attraction tickets or meals included in the price?**

**A:** Unless stated in your itinerary, tickets, meals and refreshments are not included. We can pre-book them on request and itemize them on your invoice.

**Q: Do you guide us around the destinations once we arrive?**

**A: No.** Our guiding is focused on the journey itself, not formal walking tours or on-site guiding. We provide rich narrative, local insight, historical context, and storytelling throughout the drive — giving you a deeper understanding before you arrive.

At certain destinations, particularly large historic sites or cities, there may be specialist local guides who are more qualified and licensed to lead on-site tours. We're happy to recommend or pre-arrange these services where appropriate, as part of your itinerary.

**Q: Are gratuities included?**

**A: No.** Gratuities are entirely at your discretion and never added automatically.

**Q: Are parking fees, tolls or congestion charges included?**

**A: Yes.** All these expenses are costed within your tour fee

**Q: Can dietary requirements be accommodated for snacks or picnic hampers?**

**A: Yes.** Please advise at least 7 days in advance

**Q: Do you add service charges to concierge bookings (restaurants, hotels, etc.)?**

**A: Never.** Third-party costs are passed on at net rate and shown clearly on your

invoice.

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## Vehicles, Capacity and Luggage

### Q: What type of vehicle will we travel in?

A: Late-model large 7-seater executive SUVs (Landrover Discovery), fully licensed, insured and immaculately presented.

### Q: How many guests can travel?

A: Standard private tour vehicles seat up to six guests. Larger parties can be arranged with advance notice.

### Q: How much luggage may I bring?

A: It depends on the size of your group:

- 1–3 passengers: 2x large suitcases and 1 piece of hand luggage per person
- 4 passengers: 1x large suitcases and 1 piece of hand luggage per person
- 5–6 passengers: 1x carry-on per person. Excess baggage is accepted only at the driver's discretion

### Q: Is Wi-Fi available in the vehicle?

A: Complimentary mobile Wi-Fi is available on most vehicles; coverage may vary in remote areas.

### Q: How many passengers can travel comfortably in your vehicle?

A: Our tours are conducted in a Land Rover Discovery 5, a luxury SUV designed for comfort, versatility, and style. Seating and comfort vary depending on group size:

**1–3 passengers: Ideal.** Exceptionally spacious for all travelers, including taller or larger guests. This setup provides outstanding legroom and panoramic views, with plenty of space for multiple or large suitcases, carry-ons, and extra items.

**4 passengers: Very comfortable,** with flexible seating configurations:

- 1 Front / 2 Middle Row (for space and easy access) / 1 Rear Row
- 1 Front / 3 Across the Middle Row (depending on guest size and preference)
- Luggage space remains generous, though slightly reduced.

**5–6 passengers:** This configuration works well for 4 full-sized adults + 1–2 smaller adults or children

- Please note: this layout uses the optional third row, which is best suited for shorter journeys or for guests under approx. 5'6".
- Luggage is limited to hand luggage only in this setup. ideal for day tours or shorter transfers.

### Q: Is there a visual diagram of the seating layout?

A: **Yes.** A seating chart is available to help illustrate layout options and luggage space.



**Q: Is the vehicle suitable for guests with limited mobility?**

**A:** While not fully wheelchair accessible, the Discovery 5 offers wide doors, a raised seating position, and easy step-in access. We're always happy to assist with entry, exit, and in-car comfort where needed.

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## 6. Safety, Compliance and Suitability

**Q: Is your service suitable for children?**

**A: Yes,** with advance notice. Shorter, family-friendly itineraries can be arranged.

**Q: Do you provide child seats?**

**A: No.** Guests must supply legally compliant child seats for anyone under 12 years old or below 135 cm.

**Q: Is the guide insured?**

**A: Yes.** We hold public-liability cover up to £2 million and fully insured private hire vehicles. Certificates are available on request.

**Q: Are the tours operated by qualified and licensed professionals?**

**A: Yes.** The driver-guides hold an enhanced DBS check, Level 1 Safeguarding Certificate, a Private-Hire Driver license (RBWM # 9261) and operates a licensed touring vehicle.

**Q: Do the tours accommodate mobility or accessibility needs?**



**A:** Many sites are accessible, though some historic locations have steps or uneven ground. Please outline requirements during booking so we can advise and adapt.

**Q: Are pets allowed?**

**A:** Service animals are welcome. Other pets are considered case-by-case and must be agreed in writing before booking.

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## Services and Extras

**Q: Do you guide us around the destinations once we arrive?**

**A: No.** Our guiding is focused on the journey itself, not formal walking tours or on-site guiding. We provide rich narrative, local insight, historical context, and storytelling throughout the drive, giving you a deeper understanding before you arrive.

At certain destinations, particularly large historic sites or cities, there may be specialist local guides who are more qualified and licensed to lead on-site tours. We're happy to recommend or pre-arrange these services where appropriate, as part of your itinerary.

**Q: Do you offer multi-day or extended tours?**

**A: Absolutely.** We can design and quote for two-day to multi-week itineraries across the UK.

**Q: Can you arrange hotels, restaurants or theatre tickets?**

**A: Yes.** Our Premium Services cover hotel sourcing, dining reservations, theatre bookings, air charters, chauffeur drive, fly-fishing, golf tee-times and more.

**Q: Can you assist with university visits or academic scoping?**

**A: Yes** - private campus tours and advisory visits can be included.

**Q: Do you provide photography or drone services?**

**A:** We are keen amateur photographers, so can provide a certain level of service. For professional photography and drone piloting, this can be arranged with notice; drone use is subject to UK Civil Aviation Authority rules and site permissions.

## University Visits and Scoping Tours

**Q: Can you help us visit universities while we're in the UK?**

**A:** Absolutely. Many of our guests combine their holiday with a personalised university visit itinerary — particularly to institutions such as Oxford, Cambridge, Bath, Warwick, or Exeter. We'll help you structure the day to include campus tours, interviews, or open days, while still enjoying the comfort and flexibility of private travel.

**Q: Can you provide insight or commentary about the universities?**

**A:** While we're not academic consultants, we can share helpful context about each university's setting, culture, and local lifestyle — especially useful when comparing cities like Oxford vs. Durham or Bath vs. Exeter. We're also happy to assist with practical arrangements such as drop-offs, lunch spots, and scenic detours.

**Q: Can we combine university visits with sightseeing?**

**A:** Yes. That's one of the advantages of travelling with Able and Fox — we'll create an itinerary that balances academic visits with memorable stops along the way. For example, a tour to Oxford may also include the Cotswolds, Blenheim Palace, or Windsor. It's all entirely bespoke.

**Q: Can you help us get to interviews or open days on time?**

**A:** Of course. Whether you need a reliable transfer from your hotel or a full-day itinerary, we'll ensure punctuality, discretion, and a calm experience — so your visit feels smooth and stress-free.

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