

Killarney Town Cars

Terms and Conditions

Provision of Tours

The contract is the terms below agreed by the acceptance of the tour & conditions set out below in this document.

Booking & Contract

A booking is an agreement between a customer & Limerick City Walking Tours, (abbreviated here to **LCWT**), to carry out an agreed tour itinerary.

Tours are identified using an itinerary name or confirmation reference number.

The contract is the terms below agreed by the acceptance of the tour itinerary & conditions set out below in this document.

Payment details:

- All Payments must be made prior to the tour. If full payment has not been made prior to the tour it will be considered a cancellation by the customer.
- Dates: Dates mentioned on the agreed itinerary or transfer confirmation are the dates of service. Any change to those dates by the customer without informing LCWT will be considered a cancellation by the customer.
- Deposit: Deposits may be charged on agreement with LCWT. Full payment immediately may be required depending on service.
- Full payment must be made prior to starting all tours.
- Refunds: LCWT offers refunds to customers up to one week prior to the tour. Inside that period, it recommended to have travel insurance.
- Payment Types: LCWT accepts Wire transfer, Credit card Payments & cash. Cheques can only be accepted 4 months prior to tour. It is policy to issue receipts for all payments regardless of method.
- Payment Protection. It is highly recommended to always have travel insurance when travelling. LCWT does not offer travel insurance.

Cancellation Policy

- Customers may cancel their tour booking 1 week prior to tour date commencement & receive a refund.
- Cancellations inside the 1-week period will result in full loss of payment unless a special agreement with LCWT has been made.

- In the event of a tour cancellation by LCWT the customer will receive a full refund.

Insurance & Limitation of Liability

- LCWT are not liable for accidents due to city infrastructure such as footpaths & steps etc. Please refer to personal health insurance in such instances.
- LCWT does not accept liability for personal loss or injury suffered while on tour.
- LCWT will not be liable for issues which were not booked directly through LCWT.
- It is the customer's obligation to hold sufficient travel & health insurance & LCWT does not provide such insurance or reimburse losses incurred by the customer.

Client behaviour

Unacceptable customer/traveller behaviour may lead to cessation of service without refund. It may lead to further prosecution & legal action. Listed here are examples of such issues.

- Abuse of the Guide or another person in a manner deemed inappropriate
- Damage to city property while on tour
- Damage to private property while on tour

Covid19 & related Issues

You will need to check current government travel advice in your country of origin as well as Ireland prior to travel. As the COVID-19 outbreak has affected the travel plans for tens of thousands of people, special terms & conditions are now in operation.

IMPORTANT: For a cancellation to be considered, the reasons must not be related to Covid19 of the global pandemic.

• **Travel Insurance**

Due to Covid19, fast paced changes in the law which affect global travel are now normal. Any changes to bookings with LCWT which are due to Covid19 or related issues will be now considered a cancellation. Prior warnings of travel disruption will not replace a customer cancellation prior to one week. LCWT is not an insurance broker & does not supply travel insurance. Please purchase suitable & adequate travel insurance prior to travel.

• **Travelling with Covid19 or other related illness**

If you or a member of your group have tested positive one month prior to travel for Covid19 or related diseases it is your obligation to inform LCWT.

LCWT considers withholding such information as an abuse of the guide & may lead service cancellation. Legal or financial liabilities for damages & personal injury may be incurred if travellers knowingly transmit covid19 or related illnesses.

Complaints Procedure

Your statutory rights under Irish & EU are not affected.

All complaints should be made via the website contact page.

All complaints will be responded to within a reasonable time, with a decision after consideration of the complaint.

Please include your booking confirmation number or Tour Name, contact information & details of the complaint.

