



Tour terms and conditions

Our tour terms and conditions

All bookings made with Historic Edinburgh Tours (direct or via an agent or OTA such as TripAdvisor) are subject to the following terms and conditions. When a customer makes a booking, they have agreed to these terms and conditions on behalf of all the individuals included in the booking.

Please ensure you keep all your personal property safe. Historic Edinburgh Tours will not be liable for any theft, loss or damage to your personal property.

Accident and loss

Each customer is responsible for maintaining their safety at all times. By agreeing to participate in the tour, all customers are agreeing to listen to safety instructions and exercise due care and attention while walking.

Personal safety

In the interest of comfort for others participating in the tour would appreciate if you refrain from smoking during the tour. Please note that some of the areas we visit have a no smoking policy in place.

Accessibility

Our tours follow routes that have uneven ground, stairs as well as steep climbs up and down and are not suitable for wheelchair users or people with walking difficulties. We will offer alternative routes for our private and bespoke tours, but we have limited options for doing this with our scheduled group tours. If you have any questions please don't hesitate to contact Historic Edinburgh Tours at robert@historicedinburgh tours.co.uk.

Children

Children under 16 years must be accompanied by an adult. Our tours make full use of some of Edinburgh's most gruesome and gory stories. Parents should note that we cannot alter the content to suit children 'on the night'. For groups with large numbers of students or school children, please contact us for our standard educational tour rates.



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Behaviour

Historic Edinburgh Tours reserves the right to refuse any person from participating on our tours if;

- The guide suspects the customer is under the influence of alcohol and/or drugs.
- Behaves in a manner which is disruptive to the enjoyment of other tour customers.
- Compromises the safety or the tour guide or other tour customers.
- Uses verbal or physical threats towards the tour guide or other tour customers.

Cancellation policy;

Your booking is fully refundable up to 24 hours before your tour date. Within 24 hours your booking is non-refundable, but if you'd like to contact us to alter your date, we will try our best to accommodate you.

In the unlikely event that your tour is cancelled by Historic Edinburgh Tours, we will ensure you are notified by e-mail at least 1 hour before your tour time. We will provide you with a full refund.

Your guide will be at the meeting place; it is your responsibility to make yourself known to him.

Route/Tour changes

There may be times where the roads are closed or restricted due to events happening around the tour route, large crowds during the Festival is an example of this. Your tour will still go ahead, but we will alter the tour route. These enforced diversions will impact your tour route or the content of the tour, but we will still give you a full tour. We cannot guarantee access to University of Edinburgh grounds, but will still tell the stories in as near to the location as is convenient.

Force Majeure

Except where otherwise stated in these terms and conditions, we regret we cannot accept liability or provide compensation if the non-performance has been caused by force majeure such as war, revolution, terrorist act, closure of borders, epidemic, natural catastrophe, adverse weather conditions, fire or all similar events outside of our control.