

Cancellation and Refund Policy

This policy applies to bookings made May 17th, 2021 or later.

This page explains our Cancellation and Refund Policy. Any person who books or places a booking offer for a tour on the “Skye Minibus Tours site” (“You”) can cancel bookings and accept cancellations, refunds and/or reimbursements pursuant to the following terms and conditions.

How to Cancel a Booking

If you book directly with “Skye Minibus Tours” your cancellation must be initiated by contacting Skye Minibus Tours Support via:

- Emailing info@skye-minibus-tours.co.uk
- Sending a Message through the contact submission form on our (Skye Minibus Tours) website
- Telephone: Land Line+44 (0) 1478.521448
- Telephone: Mobile +44 (0) 7900 950439
- If your booking is through an agent then cancellation must be initiated by contact with the agent whose cancellation policy may be different.

Standard Policy

You will receive a full refund of the tour price if You cancel not less than 48 hours before the start date of the tour. Timing is calculated in accordance with the time zone of the tour. You will not be eligible for any refund if You initiate the cancellation on or after the tour start time.

Full refund will also be given in the following circumstances:

- *If You cannot take the tour because of an unforeseeable event that is out of your control (“Unforeseeable Events”).*
- *If ‘Skye Minibus Tours’ cancels the tour.*

Unforeseeable Events

You may receive a refund of the tour price if you cancel within the 48 hours prior to the tour if You are prevented from taking the tour because of an unforeseeable event that is out of your control and shows up after the booking. The determination of what constitutes Unforeseeable Events is at the discretion of “Skye Minibus Tours”.

Unforeseeable Events

The following is a list of examples of Unforeseeable Events:

(a) impersonal events that make it dangerous or impossible to safely undertake a tour, such as: travel restrictions imposed by governments, epidemic disease unusual to an area, war, civil insurrection, strike, extreme weather, earthquake and natural disaster;

(b) a "Do Not Travel" advisory issued by the any government after a booking is made; and

(c) the death or serious illness and/or injury of a tour participant.

(d) a flight cancellation if there are no other means to travel to the destination;

The following do not constitute Unforeseeable Events:

(a) poor weather;

(b) change of plans;

(c) oversleeping.

(d) a ship that is unable to dock for whatever reasons when a shore excursion tour has been booked; No refunds will be initiated if the ship does not dock on the day of the Tour due to severe weather or mechanical problems with the ship. In this case make sure your travel insurance covers you for refunds.

We may require You to provide verification and/or documentation to confirm that You were unable to take your tour if You request a refund under this provision. You may check with Customer Support that the event is an Unforeseeable Event and that You can provide the required documentation before You cancel any booking. In any event please contact "Skye Minibus Tours" by any of the methods mentioned.

Refunds

Refunds will be sent back to the original payment method used in making the booking. Depending on the bank's processing time, it can take 10 business days for the refunds to reflect in your bank account or card balance.

Other Information

“Skye Minibus Tours” is not responsible for any incidental expenses you and/or any other participant may have directly or indirectly incurred as a result of the booking of a tour. These expenses include, but are not limited to, the cost of visas, accommodation, vehicle rental, vaccinations, flights and/or loss of enjoyment.

In any cancellation event, you may also choose to reschedule the tour, or take a credit towards a future booking, instead of receiving a refund.

Amendments

“Skye Minibus Tours” may modify and amend this cancellation policy from time to time in its sole discretion. “Skye Minibus Tours” will provide notice to you by posting such changes on the site.

Please contact us if you have any questions about our cancellation policy.

Phone - +44 (0) 1470 521448

Mob - +44 (0) 7900 950439

Email - info@skye-minibus-tours.co.uk