

## AMENDMENTS & CANCELLATIONS

A refund or date change can be made up to the following notice periods before the date of travel. Cancellations inside notice periods will be charged at 100%.

## TOURS

- Coach and Walking Tours: **24 hours**
- Warner Bros. Studio Tour: **48 hours**
- Stonehenge Inner Circle Access Tour: **72 hours**
- Private Chauffeured Tours: **72 hours**

## RAIL

- Rail tours (**excluding Paris**): **7 days**
- Paris tours are **non-refundable** once booked

## ATTRACTIONS

- Merlin Entertainment Attractions: **24 hours**
- Buckingham Palace State Rooms: **48 hours**
- City Cruises:
  - Dining Cruises: **72 hours (1 to 10 pax)**
  - Sightseeing: **24 hours**
- Churchill War Rooms: **non-refundable**
- Westminster Abbey: **non-refundable**
- All other attractions are refundable in advance of the travel date

**Amendment & cancellation notice periods are subject to change and will be reconfirmed at the point of booking.**

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## TOUR DETAILS

- CONCESSIONS are granted to seniors aged 60+ and students with valid student ID (unless otherwise stated)
- DEPARTURE times of tours cannot be delayed as our tours operate within the EU Driving Hours Regulations framework. If the guest(s) do not rejoin the tour on time, they will need to make their own arrangements for the return journey, which they will incur at their own expense. Victoria Coach Station closes its gates 2 minutes before the tour departure time
- GUIDE DOGS are allowed on our coaches and in most of the venues that we visit. Please inform us in advance
- LANGUAGES on occasion, our live guided language tours (p.7) operate on a bi-lingual basis (English and another language onboard)
- MOBILITY ACCESS foldable wheelchairs (under 10kg) can be stored under the coach or in our small group vehicles or private cars. A member of your party must be able to lift the wheelchair in and out of the vehicle without the assistance of the driver, guide or Evan Evans staff member. We would not recommend the following

walking tours to people who need the assistance of a wheelchair: Harry Potter Film Locations, Jack the Ripper, Secrets of the London Underground, VIP Access: The Tower & St. Paul's Cathedral

- ORDER OF THE TOUR & FINISHING POINT is subject to change and dependent on traffic conditions
- PRICES all prices are subject to change without notice
- SEATING on board our vehicles cannot be reserved. On rail tours, seating is subject to the availability of the rail company and we cannot guarantee that your whole group will be able to sit together
- TOILETS are not available onboard our coaches (except for our Peppa Pig Express tour), although tours do stop at regular intervals

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## MISCELLANEOUS

- ACCIDENT OR LOSS OF PROPERTY on any tours, including damage, delay or inconvenience, will not be the responsibility of Evan Evans, unless due to our employees' negligence, in which case our liability is limited (except for death or personal injury) to a maximum of the refund of the tour cost. All lost property enquiries should be made within 60 days after the date of travel
- ATTRACTION TICKETS please check opening times before travel
- CHILDREN under 17 must be accompanied by an adult (under 16 on the Warner Bros. Studio Tour)
- COMPLAINTS should be sent within 30 days after the travel date
- DIETARY REQUIREMENTS If your experience includes a food element please inform us of any dietary requirements at least 72 hours in advance
- HOT FOOD & DRINK is not permitted on-board the coach
- HOTEL OVERNIGHTS if the designated hotel is not available, we reserve the right to book you into an alternative of a similar standard
- PASSPORTS & VISAS for tours leaving the UK, all guests must be in possession of a machine-readable passport valid for 6 months after their return date, along with applicable visas
- UK PERSONAL INSURANCE is not included on our tours
- PRICE INCLUSIONS are detailed in full on each page and subject to change without notice
- PRICES DO NOT INCLUDE gratuities to guide, driver, personal items, lunch (except when stated) and travel to or from the tour or attraction
- SEATBELTS where the guest occupies a vehicle seat fitted with a safety belt, neither Evan Evans nor the Operator nor its agents or cooperating organisations or service providers will be liable for any injury, illness, or death or for any loss or damages or claims whatsoever arising from any accident or incident, if the safety belt is not being worn at the time of such an accident or incident. This exclusion and limitation of liability shall not be used to imply that the Operator or its agents or affiliated entities are liable in other circumstances.
- SMOKING (including e-cigarettes) is not permitted on-board the coach
- THIRD-PARTY TOURS or any products and services not operated directly by Evan Evans are subject to the booking terms and conditions of the operating company
- USB CHARGERS are available on full-sized coach tours and small group vehicle tours only, subject to availability

- WIFI Free Wi-Fi is limited to 200MB per device
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## GENERAL CONDITIONS

- Tours operate subject to demand. In the event of 'Places of Interest' being closed or road conditions en route preventing the tour from operating as advertised, every endeavour will be made to substitute an alternative, but we reserve the right to cancel or alter arrangements. At our discretion, we may require any person to withdraw from any tour if we deem their acts or conduct offensive or a nuisance to other passengers.
- For tours of more than 24 hours duration booked in the U.K. which fall under the scope of the Package Travel Regulations, payments will be held in an Evan Evans Tours trust account at Royal Bank of Scotland PO Box 9, 122 Cathcart St, Greenock, Renfrewshire, PA15 1BA, until completion of the tour booked. The Royal Bank of Scotland has no responsibility to clients of Evan Evans Tours Ltd with regard to the operation of the account.
- FORCE MAJEURE Evan Evans reserves the right to cancel, re-schedule or make other adjustments to any tour departure upon the occurrence of a Force Majeure Event and in any other circumstances (including in accordance with operating requirements or other occurrences beyond its control). If a tour is cancelled by Evan Evans at any time before its departure date, Evan Evans will offer, at its option, a comparable tour if available or a future travel credit (FTC) to the value of the original booking. Guests will be responsible for additional costs if the price of the comparable tour is higher. Evan Evans will not be liable for cancellation, delay, re-scheduling or other adjustment or impact to a departure or itinerary or any other aspect of the tour brought about by a Force Majeure Event or any other circumstance (including in accordance with operating requirements or other occurrences beyond its control) that prevents or interferes with any aspect of the tour (including governmental and administrative actions), nor will Evan Evans be liable for any cancellation or change cost or penalties incurred on other travel arrangements, including air travel, that may be affected thereby. Force Majeure Event means any event or circumstance beyond the control of Evan Evans, including but not limited to: (a) an act of god (such as earthquake, flood, fire, explosion, landslide, lightning, action of the elements, force of nature, washout, typhoon, hurricane, tsunami, storm or storm warning or natural disaster); (b) industrial disputes, work ban or other labour dispute or difficulty; (c) acts of terrorism, political unrest, war or threat of war, riots or civil strife; (d) closure of airports or ports; (e) pandemic, epidemic or health risk; (f) governmental and administrative actions (including closure of borders and travel warnings and restrictions).

## PERSONAL RESPONSIBILITY – COVID-19 WARNING

We have introduced [enhanced hygiene protocols](#) – for you, our other guests and our team members. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to Public Health England, senior citizens and guests with underlying medical conditions are especially vulnerable. We ask that you please take personal responsibility for your wellbeing. This begins with packing any personal protective equipment and sanitisers you require. Please adopt physical distancing and hygiene practises

throughout your pre-trip travel arrangements and follow all health instruction whether physical signage, or requests from our professional staff, once you are traveling with us. In choosing to travel with Evan Evans, you voluntarily assume all risks related to exposure to COVID-19.

**We reserve the right to change these booking conditions at any time prior to you making a booking.**