

SOLWAY TOURS CANCELLATION POLICY

Solway Tours take bookings over the phone, by email or by bookings directly via our website. We begin a detailed dialogue with our guests once initial contact has been made to ensure that we build the best itinerary possible. We seek at all times to provide our customers with positive travel experiences delivered with a sense of warmth, friendliness and passion for promoting Dumfries and Galloway, Scotland and beyond.

Deposits for all day tours trips are £150 and deposits for all multi day tours are 20% of the total tour costs. All deposits for trips are non refundable. All prices for all tours are quoted in pounds sterling. The full price for the tour must be paid two months before the date that the tour begins. However tours can be booked and paid in full without a deposit being taken and before the two month deadline.

Please note that the tour price does not include admission fees to any paid sites, accommodation providers, meals, ferry costs or tips, unless otherwise stated in the agreed tour description. By making payment you hereby agree to these terms and conditions.

If a customer needs to cancel a tour up to two months before the date of the tour then they will get a full refund minus the deposit and any bank/administration fees. If a customer cancels between two months and one month of the tour start date then they will lose 75% of the tour price including the deposit and any additional bank/administration fees. If the customer cancels within one month of the tour start date then they will receive no refund.

If Solway Tours has to cancel a tour because of any exceptional circumstances then the customer will receive a full refund within two weeks of the trip being cancelled. We will email the guest to say that this refund has been completed.