



## Scheduled Tour Terms & Conditions: Updated January 2024

### Booking Process

Bookings can be made via our website at [www.mountain-goat.com](http://www.mountain-goat.com) or by telephone on 015394 45161 or at our office at Mountain Goat, Victoria St, Windermere, LA23 1AD. When you receive your booking confirmation you are entering a binding contract & in turn agreeing to our terms & conditions.

### Payment Terms

All scheduled tours must be paid in full prior to departure either by credit/debit card (via the phone or website) or by calling in to our office.

### Refund policy

**Standard scheduled tours** can be cancelled up to 24 hours prior to the time of your tour to receive a full refund. After 24 hours no refund will be given. To cancel a tour please email [tours@mountain-goat.com](mailto:tours@mountain-goat.com) or call the office on 015394 45161. If the booking was made via an online travel agent or other third party you must contact them directly to cancel as they have their own terms and conditions and we are not able to help in this instance.

**Saver scheduled tours** cannot be cancelled, refunded, transferred or exchanged once purchased.

### Missed Departure

Our scheduled tours depart at set times which are stated on your booking confirmation. If you are not ready for your allotted departure time and location we cannot wait as this will affect the tour and the enjoyment of other passengers. A missed departure or no-show ticket will not be refunded.

### Tour Routes

In the event of severe weather, traffic congestion, road works or for other operational reasons, we reserve the right to alter tour routes without notice.

### Cancelled Tours

Please be aware that our tours may be cancelled at any time due to severe weather or other reasons beyond our control. In this situation we will notify you as soon as possible and offer a transfer to a different tour or date or a full refund, whichever you prefer.

### Under 5's

All our scheduled tours are unsuitable for children under 5 years of age. Children aged 5 – 16 years old are welcome on board but must be accompanied by an adult.

### Conduct of passengers

Every passenger in a vehicle must have their own seat. Seats cannot be reserved.

The driver is responsible for the safety of the vehicle. Any passengers whose conduct is in breach of statutory regulations may be removed from the vehicle or be prevented from boarding on the driver's authority.

It is compulsory for all passengers to wear seatbelts whilst the vehicle is in motion. Smoking is not allowed on any of the company's vehicles. Passengers must not distract the driver whilst the vehicle is moving.

Alcohol is not allowed on any vehicle as laid down in the Sporting Events Act 1985 and anyone not complying will be required to vacate the coach.

Mountain Goat Ltd, Victoria Street, Windermere, LA23 1AD

[tours@mountain-goat.com](mailto:tours@mountain-goat.com)

[www.mountain-goat.com](http://www.mountain-goat.com)

015394 45161

Registered in England No. 2862284 VAT No. 621 2443 82 Directors: I.S. Broughton, Sir N.K. Stoller CBE KStJ DL, R.D. Tyson



### Lost Property

Mountain Goat are not responsible for any items of property left on our vehicles. Please do not ask the driver-guide to take care of your property whilst you are away from the coach. For items that are left on the coach after the tour, we are happy to return them at the customer's expense if they are found. Any unclaimed items will be disposed of after 3 months.

### Luggage Storage

On scheduled day tours there's room for one day bag per passenger. If you want us to store any larger items please tell us at the time of booking. We will try to accommodate them but many of our buses do not have sufficient space for large luggage.

### Third Parties

We include several attractions in our tours. However, these are operated by third parties and therefore we are not liable for any damages, loss or closures to do with these third parties.

### Complaints

We actively welcome your feedback, both in respect of our own services and those provided by other suppliers. If you have any complaint during the course of your tour please bring this to the attention of the driver or our office team as soon as possible and we will do our best to resolve the issue.

### Animals

No animals, other than assistance dogs, are permitted on the vehicle.

### Breakdown & delays

Return times are approximate. Mountain Goat do not guarantee to arrive at a specific time, therefore are not liable for loss of convenience caused by a delay or breakdown.

### Disabilities

We regret our vehicles are not yet wheelchair accessible. For any special requests please contact our team and we will do our best to accommodate you.

### Insurance

Mountain Goat highly recommends all passengers take out their own suitable insurance for travel, medical & cancellations.

### Data Protection

We take our passengers' privacy seriously and always endeavour to process personal information in accordance with the Data Protection Act 2018. For further information please refer to our [Privacy Policy](#).