

# THE BONNIE CAMPER

## TERMS AND CONDITIONS

### 1. DRUGS, ALCOHOL + SMOKING

We run a strict no drugs policy. Anyone found in possession of illegal drugs during a trip on the bus will be asked to leave the trip immediately at their own expense and no monies will be refunded.

Smoking is not permitted within the bus at any time however you will be allowed to smoke outside ensuring no disturbance is caused.

Consumption of alcohol is permitted. We will not provide alcohol to guests but they are more than welcome to supply their own. We hope to create a fun and enjoyable environment where people can relax and unwind. However, any drunken or inappropriate behaviour caused as a result of alcohol will not be tolerated and may result in the trip being terminated. If you are asked to leave under these circumstances, no monies will be refunded.

### 2. REFUND POLICY + CANCELLATIONS

Our current COVID-19 deposit scheme allows guests to book with a fully refundable deposit. These deposits will be fully refundable up until 6 weeks prior to the start date of a trip, unless effected by COVID-19 restrictions.

Any cancellations within 6 weeks of the start date of a trip will be refunded as follows:

- 4-6 weeks prior – 80% refund
- 2-4 weeks prior – 50% refund
- 0-2 weeks prior – 0% refund

Trips can be rescheduled prior to 6 weeks before departure at no extra cost. Any trips rescheduled within 6 weeks of the original departure date will be subject to a £150 fee. All rescheduled trips will be subject to availability.

### 3. PAYMENT + DEPOSITS

Deposits will be taken to confirm the booking and secure the dates of travel. For our 5-day adventure tour of the Highlands this will be £100 per person.

Due to the current COVID 19 situation we are offering the chance to book with full refundable deposits. Your deposit will be fully refundable up until the point full payment is required which is 6 weeks before the departure date or your trip. Deposit will no longer be refundable after the 6 weeks prior to departure.

Full payment will be required 6 weeks before the departure date of the trip. Failure to pay in full within this time frame will result in the trip being terminated and deposits being lost.

Payment will be taken via electronic invoice and can be paid for with a variety of payment methods e.g. debit card, PayPal, credit card etc.

Deposit invoices will be issued upon booking confirmation and full payment invoices will be issued 8 weeks before departure date.

#### 4. DAMAGE + LOST PROPERTY

Accidental damage to the bus or any property of The Bonnie Camper will be treated on a case-by-case basis and a resolution will be reached by the host of the trip after due consideration.

Any wilful damage to the bus or any The Bonnie Camper property will result in you being asked to immediately leave the trip. If you are asked to leave under these circumstances, no monies will be refunded.

The Bonnie Camper is not liable for loss or damage to any personal possessions. Adequate storage facilities will be provided and it is up to guests to take care of their possessions.

#### 5. INJURY + ACTIVITIES

All our trips are located within the Scottish Highlands and include a large amount of outdoors activities. Therefore any accidental injury caused by wildlife will not be the responsibility of The Bonnie Camper. We will do everything within our power to rectify and resolve such an occurrence.

All the activities such as cycling, kayaking and hiking during a trip on The Bonnie Camper are neither guided nor instructed. All appropriate equipment will be supplied to guests however guests are advised to participate at their own risk and any injuries caused during activities will not be the responsibility of The Bonnie Camper. We will do everything within our power to rectify and resolve such an occurrence.

#### 6. AGE RESTRICTIONS + SEATBELTS

Due to the seating and seatbelt set-up in the bus we are unfortunately legally unable to travel with any passengers under the age of 12.

In accordance with UK law we do not require seatbelts in the rear or 'living area' of the bus. The bus is therefore not fitted with legally binding seatbelts and guests are advised to travel at their own risk.

#### 7. TRAVEL

Travel to and from the pick-up and drop-off location is solely the guest's responsibility. Any disruption to pre or post-trip travel effecting your trip on The Bonnie Camper will be treated on a case-by-case basis and a resolution will be reached by the host of the trip after due consideration.

No fee is charged or taken for transportation on The Bonnie Camper as business activities do not fall under the due restriction of hire or reward.

#### 8. FOOD

Staff at The Bonnie Camper have undertaken health and hygiene food courses to ensure that the food you receive is to the standards you expect. Nevertheless, due to the nature of cooking facilities on the bus The Bonnie Camper can not fully guarantee that meals served are fully free from any allergies or dietary requirements. Information regarding food allergies and dietary requirements will be requested before departure and food served throughout the week will be in accordance with this information.

## 9. EXTERNAL CIRCUMSTANCES

The Bonnie Camper do not accept responsibility for anything that adversely affects your holiday that is outside of our control. These circumstances are known as 'Force Majeure' events and are circumstances that The Bonnie Camper could not, even with due care, have foreseen or avoided. Such circumstances include (but are not limited to) war, civil unrest, industrial action, terrorist activity, natural disaster, fire, adverse weather conditions, foot and mouth disease and all other similar events outside of our control. The Bonnie Camper will endeavour to manage any problems caused as a result of a Force Majeure event but shall be under no obligation to do so and shall not be liable to you for any losses caused by a Force Majeure event.