Scotland Folk Tours

Booking Terms & Conditions

Version: 2.0

Effective Date: 30 July 2026

1. Introduction

Welcome to Scotland Folk Tours.

Please read these Booking Terms & Conditions carefully before making a reservation with Caledonian Folk Tours Ltd t/a Scotland Folk Tours, Braehouse, Touch, Stirling FK8 3AH ("the Company", "we", "us", or "our"). These Booking Conditions set out the contractual relationship between Scotland Folk Tours and all passengers travelling on our holidays.

By making a booking with Scotland Folk Tours, the Lead Passenger confirms that they have read, understood, and accepted these Booking Terms & Conditions on behalf of themselves and every traveller included within the booking.

These Booking Conditions apply to all tours, holidays, experiences, and travel arrangements sold by Scotland Folk Tours unless otherwise agreed in writing.

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2. Our Commitment to You

At Scotland Folk Tours, we believe that travel should be authentic, enjoyable, and memorable.

We are committed to providing thoughtfully designed journeys that showcase Scotland's landscapes, history, music, culture, and people while maintaining high standards of professionalism, safety, and customer service.

We work closely with trusted hotels, transport providers, local guides, museums, musicians, restaurants, attractions, and other suppliers to deliver the experiences described in our itineraries.

While every reasonable effort is made to operate each tour exactly as advertised, there may occasionally be circumstances outside our reasonable control which require alterations to itineraries, accommodations, transportation, or included experiences. Where changes become necessary, we will always seek to minimise disruption and provide suitable alternatives wherever reasonably possible.

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3. These Booking Conditions

These Booking Conditions explain:

- how bookings are made
- payment requirements
- cancellation rights
- changes made by passengers
- changes made by Scotland Folk Tours
- your rights under applicable legislation
- our responsibilities
- your responsibilities as a traveller
- procedures for complaints and dispute resolution
- limitations of liability
- other important information relating to your holiday

They form part of the legally binding contract between Scotland Folk Tours and each traveller.

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4. Financial Protection

Where applicable, package holidays sold by Scotland Folk Tours are protected in accordance with the requirements of the **Package Travel and Linked Travel Arrangements Regulations 2018**.

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5. The Package Travel and Linked Travel Arrangements Regulations 2018

Many holidays sold by Scotland Folk Tours constitute "package holidays" under the **Package Travel and Linked Travel Arrangements Regulations 2018** ("the Regulations").

Where the Regulations apply, passengers benefit from important statutory rights which cannot be excluded or restricted by these Booking Conditions.

Nothing within these Booking Conditions seeks to exclude or limit any rights which passengers are entitled to under applicable law.

> We know that terms and conditions aren't the most exciting part of planning a holiday. We've written ours in plain English wherever possible so you can clearly understand both your rights and ours. If anything isn't clear, please ask—we're always happy to help.

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6. Definitions

For the purposes of these Booking Terms & Conditions, the following words and expressions shall have the meanings set out below:

Booking

A reservation made with Scotland Folk Tours for one or more travel services, whether confirmed online, by telephone, by email, or by any other accepted method.

Booking Confirmation

The written confirmation issued by Scotland Folk Tours confirming acceptance of your booking. A legally binding contract between you and Scotland Folk Tours is formed once this confirmation has been issued and any required payment has been received.

Company

Scotland Folk Tours, referred to throughout these Booking Conditions as "the Company", "we", "us", or "our."

Customer / Traveller / Passenger

Any individual travelling on a tour or holiday booked through Scotland Folk Tours.

Lead Passenger

The person who makes the booking on behalf of themselves and any other travellers included in the booking.

The Lead Passenger confirms that:

- they are at least 18 years of age;
- they have authority to act on behalf of all travellers named on the booking;
- all travellers have authorised them to accept these Booking Conditions on their behalf;
- they will provide all booking information to the other travellers within their party.

Unless otherwise requested, Scotland Folk Tours will communicate primarily with the Lead Passenger.

Package Holiday

A combination of travel services constituting a package holiday under the Package Travel and Linked Travel Arrangements Regulations 2018.

Supplier

Any third-party business or individual providing services forming part of your holiday, including but not limited to:

- hotels
- guest houses
- transport providers
- ferry operators
- local guides
- attractions
- museums
- restaurants
- musicians
- activity providers
- coach operators
- other contracted service providers

Tour Director

A representative of Scotland Folk Tours responsible for overseeing the operation of the tour and providing assistance to passengers during their holiday.

Itinerary

The published programme of travel describing the planned route, accommodation, activities, excursions, transportation, meals and experiences included within the holiday.

Departure Date

The scheduled date on which your holiday begins.

Return Date

The scheduled date upon which your holiday concludes.

Major Change

A significant change made by Scotland Folk Tours before departure which substantially affects an essential element of your holiday.

Examples may include (but are not limited to):

- a significant change in destination;
- a significant reduction in the duration of the holiday;
- a substantial downgrade in accommodation standards;
- a major alteration to the overall character of the itinerary.

Whether a change is considered "major" will depend upon the particular circumstances of each booking.

Minor Change

A change which does not materially affect the overall enjoyment or value of the holiday.

Examples include:

- changes to the order of sightseeing;
- substitution of accommodation with accommodation of a similar standard;
- changes to meal venues;
- changes to departure times;
- replacement of an included attraction with a comparable alternative.

Unavoidable and Extraordinary Circumstances

Any situation beyond the reasonable control of Scotland Folk Tours, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Examples include (but are not limited to):

- severe weather;
- flooding;
- wildfire;

- pandemic or epidemic;
- acts of terrorism;
- civil unrest;
- government restrictions;
- border closures;
- strikes affecting transport providers;
- natural disasters;
- road closures;
- ferry cancellations;
- other events outside the reasonable control of Scotland Folk Tours.

Force Majeure

For the purposes of these Booking Conditions, "Force Majeure" shall have the same meaning as "Unavoidable and Extraordinary Circumstances" under applicable legislation.

Holiday Price

The total price payable for the holiday as confirmed by Scotland Folk Tours, excluding any optional extras purchased separately unless specifically stated.

Deposit

The initial payment required to secure a booking.

Balance Payment

The remaining amount payable after deduction of the deposit.

Working Day

Monday to Friday, excluding public holidays observed in Scotland.

Writing / Written

Includes communication by:

- email;
- letter; or
- any other written method accepted by Scotland Folk Tours.

Telephone conversations do not constitute written confirmation unless subsequently confirmed in writing by Scotland Folk Tours.

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7. Making a Booking

7.1 Making Your Booking

Bookings may be made directly with Scotland Folk Tours by telephone, email, through our approved booking management website, or by any other booking method approved by the Company.

All bookings are subject to availability and are not considered confirmed until accepted by Scotland Folk Tours in writing.

The Company reserves the right to decline any booking request at its sole discretion prior to issuing a Booking Confirmation.

7.2 The Booking Contract

A legally binding contract between you and Scotland Folk Tours is formed only when:

- we have accepted your booking;
- we have issued a written Booking Confirmation; and
- we have received any required deposit or payment due at the time of booking.

Until these steps have been completed, no contract shall exist between the traveller and Scotland Folk Tours.

7.3 Lead Passenger Responsibilities

The Lead Passenger is responsible for making the booking on behalf of every traveller included within the reservation.

By making a booking, the Lead Passenger confirms that:

- they are at least 18 years of age;
- they have authority to enter into the booking on behalf of every traveller;
- all travellers have read or have had the opportunity to read these Booking Terms & Conditions;
- all travellers agree to be bound by these Booking Terms & Conditions;
- all information supplied during the booking process is complete and accurate to the best of their knowledge.

The Lead Passenger accepts responsibility for all payments due in respect of the booking unless otherwise agreed by Scotland Folk Tours.

7.4 Accuracy of Booking Information

It is the responsibility of the Lead Passenger to ensure that all information supplied at the time of booking is accurate.

This includes, but is not limited to:

- full legal names exactly as shown on passports (where applicable);
- dates of birth;
- contact information;
- emergency contact details;
- dietary requirements;
- medical information requested by Scotland Folk Tours;
- mobility requirements;
- any other information reasonably requested by the Company.

Scotland Folk Tours shall not be responsible for costs arising from inaccurate or incomplete information supplied by the traveller.

7.5 Special Requests

If you have any special requests, including but not limited to:

- dietary requirements;
- room preferences;
- accessibility requirements;
- celebrations;
- seating preferences;
- bedding preferences;
- other personal requests,

please notify Scotland Folk Tours at the time of booking, or as soon as reasonably practicable.

Whilst every reasonable effort will be made to pass special requests to our suppliers and accommodate them where possible, all requests are subject to availability and cannot be guaranteed unless confirmed by us in writing.

A special request does not form part of your booking contract unless expressly confirmed in writing by Scotland Folk Tours.

7.6 Medical Conditions & Mobility

To ensure the safety and enjoyment of all travellers, passengers must inform Scotland Folk Tours before booking of any medical condition, disability, reduced mobility, or other circumstance which may affect their ability to participate in the tour.

Scotland Folk Tours will make reasonable efforts to accommodate individual needs where practicable. However, due to the nature of many of our itineraries—including historic buildings, uneven terrain, rural locations, ferry crossings, and accommodations that may not be fully accessible—we cannot guarantee that every tour will be suitable for every traveller.

Failure to disclose relevant medical or mobility information before booking may affect our ability to safely operate the tour and could result in participation being declined if suitable arrangements cannot reasonably be made.

7.7 Minimum Age

Unless otherwise stated, all travellers must be at least 18 years of age at the time of travel.

Passengers under the age of 18 may only travel where specifically permitted by Scotland Folk Tours and must be accompanied throughout the tour by a parent or legal guardian.

7.8 Group Bookings

Where a booking is made for multiple travellers, each traveller shall be jointly bound by these Booking Terms & Conditions.

Scotland Folk Tours may communicate primarily with the Lead Passenger regarding all matters relating to the booking, and information provided to the Lead Passenger shall be deemed to have been provided to every traveller included within that booking.

7.9 Booking Confirmation

Following acceptance of your booking, Scotland Folk Tours will issue a written Booking Confirmation.

The Lead Passenger should carefully review all details immediately upon receipt.

If any information appears incorrect, Scotland Folk Tours must be notified as soon as reasonably possible.

Failure to notify us promptly may affect our ability to correct errors without additional cost.

7.10 Booking Errors

Whilst every effort is made to ensure the accuracy of booking confirmations, brochures, websites, advertisements, and itineraries, occasional errors may occur.

Scotland Folk Tours reserves the right to correct any obvious pricing, typographical, administrative, or factual errors at any time before or after confirmation.

Where such an error materially affects your booking, you will be informed as soon as reasonably practicable and offered the options available under applicable law.

Tour Suitability

Our tours are designed for travellers who can independently manage their own personal care and, unless otherwise stated, comfortably participate in a full day of sightseeing. This may include walking on uneven surfaces, navigating stairs, boarding coaches and ferries, and spending extended periods away from accommodation. Travellers are encouraged to carefully consider the physical requirements of each itinerary before booking and to discuss any concerns with Scotland Folk Tours in advance.

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8. Prices, Deposits & Payments

8.1 Holiday Prices

All prices advertised by Scotland Folk Tours are quoted in **Pounds Sterling (£ GBP)** unless otherwise stated.

Prices are based upon the costs, taxes, exchange rates, supplier charges, and transportation costs known at the time the tour is published.

All prices are subject to availability at the time of booking.

8.2 What's Included

The holiday price includes only those services specifically stated as included within your itinerary and booking confirmation.

Unless expressly stated otherwise, the holiday price does **not** include:

- travel to and from the tour departure point;
- passports, visas, or entry permits;
- travel insurance;
- meals not identified as included;
- drinks unless specified;
- optional excursions or activities;
- personal spending;

- gratuities;
- laundry;
- baggage charges imposed by airlines;
- any other item not expressly listed as included.

8.3 Deposit

A **non-refundable deposit of £500 per person** is required to secure a booking unless an alternative deposit amount has been advertised as part of a specific promotion or agreed by Scotland Folk Tours in writing.

No booking shall be considered confirmed until the required deposit has been received and Scotland Folk Tours has issued a written Booking Confirmation.

From time to time, Scotland Folk Tours may offer promotional deposit amounts or special booking incentives. Unless otherwise stated, all remaining Booking Terms & Conditions shall continue to apply.

(The deposit is non-refundable except where a refund is required under these Booking Terms & Conditions or applicable law.)

8.4 Balance Payments

Following payment of the required deposit, the remaining holiday balance shall be payable in two instalments:

- **First Balance Payment:** Six (6) months before the scheduled departure date.
- **Final Balance Payment:** Three (3) months before the scheduled departure date.

The due dates for all payments will be confirmed on your Booking Confirmation and subsequent payment reminders.

Where a booking is made after one or more scheduled payment dates have passed, any payments that would already have been due must be paid at the time of booking.

For example:

- If a booking is made four (4) months before departure, the £500 deposit **plus** the first balance payment shall be payable immediately.

- If a booking is made within three (3) months of departure, the full holiday price shall be payable at the time of booking.

Failure to make payments by the stated due dates may result in your booking being cancelled in accordance with these Booking Terms & Conditions.

8.5 Late Payments

If payment has not been received by the balance due date, Scotland Folk Tours may:

- contact the Lead Passenger to request payment;
- allow a short grace period at its sole discretion;
- cancel the booking if payment is not received;
- retain any deposit already paid;
- apply cancellation charges in accordance with Section 10.

The Company is under no obligation to provide reminders before cancelling a booking for non-payment.

8.6 Payment Methods

Scotland Folk Tours accepts payment using the methods advised at the time of booking.

Any bank charges, international transfer fees, currency conversion charges, or other transaction fees imposed by the traveller's financial institution remain the responsibility of the traveller.

8.7 Promotional Offers

Any promotional discounts, early booking offers, promotional deposits, or special offers are subject to their individual terms and may be withdrawn at any time prior to booking.

Promotional offers cannot normally be applied retrospectively to existing bookings unless expressly stated by Scotland Folk Tours.

Only one promotional offer may be applied to a booking unless otherwise agreed in writing.

8.8 Price Changes Before Departure

Scotland Folk Tours reserves the right to revise the price of your holiday before departure where necessary to reflect changes in:

- transportation costs;
- fuel prices;
- taxes;
- government fees;
- ferry charges;
- exchange rates relevant to the package;
- charges imposed by third-party suppliers.

Where any increase is permitted under applicable legislation, Scotland Folk Tours will notify you in writing as soon as reasonably practicable.

Where a price increase exceeds the threshold specified under the Package Travel and Linked Travel Arrangements Regulations 2018, passengers will be entitled to the rights provided under those Regulations.

Similarly, where the Regulations require a price reduction, any such reduction will be passed on to the traveller, less any administrative costs permitted by law.

8.9 Refunds

Any refund due under these Booking Conditions will normally be paid using the same payment method used for the original booking unless otherwise agreed.

Refund processing times may vary depending upon payment providers and financial institutions.

8.10 Currency Fluctuations

Where travellers choose to pay using a currency other than Pounds Sterling, Scotland Folk Tours shall not be responsible for any exchange rate fluctuations, conversion charges, or losses resulting from currency movements before or after payment.

9. Cancellations by the Traveller

9.1 Cancelling Your Booking

If you wish to cancel your booking, the Lead Passenger must notify Scotland Folk Tours in writing as soon as possible via email at admin@scotlandfolktours.com.

The effective date of cancellation will be the date on which written notice is received by Scotland Folk Tours.

Cancellation charges are calculated from this date.

9.2 Cancellation Charges

As Scotland Folk Tours incurs significant costs in reserving accommodation, transportation, attractions, and other services well in advance of departure, the following cancellation charges apply.

Notice Before Departure	Refund
120 days or more	Full refund less a £200 administration and processing fee per booking
60–119 days	50% of the total holiday price refunded
Fewer than 60 days	No refund

Where any promotional deposits or non-standard payment arrangements apply, these cancellation terms shall continue to apply unless otherwise stated in writing.

9.3 Failure to Travel

If a traveller:

- fails to arrive for the tour;
- arrives after departure;
- voluntarily leaves the tour after it has commenced; or
- is unable to travel because they have failed to obtain the required travel documentation,

no refund will normally be payable for any unused portion of the holiday.

9.4 Travel Insurance

Scotland Folk Tours strongly recommends that all travellers obtain comprehensive travel insurance at the time of booking.

Suitable travel insurance may provide cover for cancellation due to illness, injury, family emergencies, travel disruption, or other unforeseen circumstances which may otherwise result in cancellation charges under these Booking Terms & Conditions.

It is the traveller's responsibility to ensure that any insurance policy purchased provides appropriate cover for their individual circumstances.

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10. Changes and Cancellations by Scotland Folk Tours

10.1 Our Right to Cancel

Whilst Scotland Folk Tours always aims to operate every advertised tour, we reserve the right to cancel a tour before departure where it becomes necessary due to operational requirements, safety considerations, insufficient passenger numbers, unavoidable and extraordinary circumstances, or any other reason beyond our reasonable control.

Where Scotland Folk Tours cancels a tour before departure, affected travellers will be offered the following options:

- a full refund of all monies paid to Scotland Folk Tours; or
- where available, the opportunity to transfer to another Scotland Folk Tours departure.

If the alternative tour is of a different value, any price difference will be be absorbed by Scotland Folk Tours, at our discretion.

10.2 Minimum Passenger Numbers

To ensure the financial viability and quality of our tours, Scotland Folk Tours operates minimum passenger requirements.

Unless otherwise stated:

- Tours operated using a **25-seat mini-coach** require a minimum of **18 confirmed passengers**.
- Tours operated using a **16-seat mini-coach** require a minimum of **12 confirmed passengers**.

If the required minimum number of passengers is not reached, Scotland Folk Tours reserves the right to cancel the tour before departure.

Where a tour is cancelled under this policy, travellers may choose either:

- a full refund of all monies paid to Scotland Folk Tours; or
- transfer to another available Scotland Folk Tours tour, subject to availability and any applicable price differences.

10.3 Costs Not Purchased Through Scotland Folk Tours

Where a tour is cancelled by Scotland Folk Tours, our liability is limited to the refund of monies paid directly to Scotland Folk Tours or, where agreed, transfer to another tour.

Scotland Folk Tours shall not be responsible for the cost of independent travel arrangements or other services booked separately by the traveller that do not form part of the package holiday purchased from us.

This may include, but is not limited to:

- independently booked flights;
- airport parking;
- hotel accommodation booked before or after the tour;
- rail travel;
- car hire;
- travel visas;
- travel insurance premiums;
- other independently purchased services.

For this reason, Scotland Folk Tours strongly recommends that travellers do not book non-refundable travel arrangements until they are satisfied that their tour is proceeding as planned and that comprehensive travel insurance is purchased at the time of booking.

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11. Itineraries, Tour Operation & Changes

11.1 Published Itineraries

The itineraries published by Scotland Folk Tours are intended to provide an accurate description of each tour at the time of publication.

Whilst every reasonable effort is made to operate each tour as advertised, all itineraries should be regarded as representative rather than guaranteed.

Due to the nature of escorted touring, changes may occasionally be necessary before or during a tour.

11.2 Flexibility During Touring

Many Scotland Folk Tours itineraries include visits to rural communities, historic sites, independent businesses, local musicians, artisans, seasonal attractions, ferry crossings, and outdoor locations.

As a result, flexibility is an important part of the touring experience.

Our Tour Directors and Driver Guides may make reasonable adjustments to the itinerary where they believe doing so will:

- improve the overall experience;
- enhance passenger safety;
- respond to weather conditions;
- accommodate local events or opportunities;
- avoid traffic or road closures;
- respond to operational requirements; or
- address circumstances beyond our reasonable control.

Such adjustments do not constitute a significant change to the holiday.

11.3 Changes to Attractions

Occasionally, attractions, museums, workshops, performances, restaurants, or other included experiences may become unavailable due to circumstances outside Scotland Folk Tours' control.

Where reasonably possible, we will arrange a comparable alternative of similar character and value.

No compensation shall normally be payable where substitutions are made in good faith and do not materially affect the overall value of the holiday.

11.4 Accommodation Changes

Accommodation listed within itineraries is intended as a guide.

Scotland Folk Tours reserves the right to substitute accommodation with alternative accommodation of a similar standard where necessary due to circumstances beyond our reasonable control or operational requirements.

11.5 Transport Changes

Coach, ferry, rail, or other transport schedules may occasionally change.

Scotland Folk Tours reserves the right to alter departure times, routes, transport providers, or travel arrangements where necessary for operational, safety, or scheduling reasons.

Reasonable efforts will always be made to minimise inconvenience to travellers.

11.6 Weather and Seasonal Conditions

Scotland's weather can be unpredictable and may affect travel conditions throughout the year.

Certain attractions, roads, ferry services, walking routes, viewpoints, wildlife sightings, and outdoor activities may occasionally be unavailable due to weather, seasonal conditions, or decisions made by third-party operators.

Such circumstances are beyond the control of Scotland Folk Tours and shall not normally give rise to compensation where suitable alternatives or itinerary adjustments are provided.

11.7 Independent Suppliers

Many elements of your holiday are provided by carefully selected independent suppliers.

Whilst Scotland Folk Tours works only with suppliers we believe provide high-quality services, we cannot control every aspect of their operation.

Occasionally, opening hours, performances, menus, demonstrations, workshops, or available services may change without prior notice.

Where reasonably possible, Scotland Folk Tours will seek appropriate alternatives.

11.8 Free Time

Some itineraries include periods of free time during which travellers are free to explore independently.

During these periods, travellers are responsible for their own activities and personal safety.

Unless expressly stated otherwise, activities undertaken during free time are not organised, supervised, or operated by Scotland Folk Tours.

11.9 Authentic Experiences

One of the distinguishing features of Scotland Folk Tours is our commitment to showcasing authentic Scottish culture through locally owned businesses, community organisations, musicians, craftspeople, museums, and independent suppliers.

Many of these experiences take place in small communities or family-run businesses where operating hours, availability, staffing, and seasonal factors may occasionally require adjustments.

Whilst Scotland Folk Tours will always endeavour to deliver the experiences described within the itinerary, travellers acknowledge that the authentic and local nature of these experiences means occasional substitutions or adjustments may be necessary.

Where this occurs, we will make every reasonable effort to provide an alternative experience that reflects the spirit and quality of the original itinerary.

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12. Traveller Responsibilities & Code of Conduct

12.1 Traveller Responsibilities

By booking a holiday with Scotland Folk Tours, each traveller agrees to behave in a respectful, considerate, and responsible manner throughout the duration of the tour.

Travellers are expected to act in a way that promotes the safety, comfort, and enjoyment of fellow passengers, Tour Directors, Driver Guides, suppliers, accommodation providers, and members of the local communities we visit.

12.2 Compliance with Instructions

For the safety and smooth operation of the tour, travellers agree to follow all reasonable instructions given by:

- Scotland Folk Tours Tour Directors;

- Driver Guides;
- Local Guides;
- Activity Providers;
- Accommodation Providers; and
- Other authorised representatives involved in the operation of the tour.

Failure to comply with reasonable instructions may affect the traveller's continued participation in the tour.

12.3 Punctuality

Travellers are responsible for arriving on time at all scheduled meeting points throughout the tour.

If a traveller fails to return to the coach or agreed meeting location by the stated departure time, Scotland Folk Tours reserves the right to continue the itinerary without that traveller where it is reasonable to do so.

Any additional transportation, accommodation, or other costs incurred as a result of missing the tour departure shall be the sole responsibility of the traveller.

12.4 Respect for Others

Travellers are expected to treat fellow passengers, staff, suppliers, and members of the public with courtesy and respect at all times.

Bullying, harassment, discrimination, abusive language, threatening behaviour, intimidation, or any conduct that adversely affects the enjoyment or safety of others will not be tolerated.

12.5 Alcohol & Drugs

Many Scotland Folk Tours itineraries include visits to whisky distilleries, breweries, pubs, concerts, and other licensed venues.

Travellers are expected to consume alcohol responsibly.

Any traveller whose behaviour is adversely affected by alcohol or drugs, or whose conduct places themselves or others at risk, may be refused participation in activities or removed from the tour in accordance with these Booking Terms & Conditions.

The possession or use of illegal drugs is strictly prohibited.

12.6 Smoking & Vaping

Smoking and vaping are prohibited on coaches and in any location where prohibited by law or by the policies of accommodation providers, attractions, or suppliers.

Travellers are expected to dispose of smoking materials responsibly and with consideration for others and the environment.

12.7 Damage to Property

Travellers are responsible for any loss or damage caused by their actions to:

- accommodation;
- coaches;
- attractions;
- restaurants;
- museums;
- ferry operators;
- suppliers; or
- any other property used during the tour.

Scotland Folk Tours reserves the right to recover from the traveller any costs incurred as a result of such damage.

12.8 Respect for Local Communities

Scotland Folk Tours is committed to supporting local communities, independent businesses, and responsible tourism.

Travellers are expected to behave respectfully towards residents, businesses, historic sites, places of worship, wildlife, and the natural environment.

Travellers must comply with any reasonable requests made by local hosts, guides, or venue operators.

12.9 Personal Belongings

Travellers remain responsible for their own personal belongings throughout the holiday.

Scotland Folk Tours accepts no responsibility for loss, theft, or damage to personal possessions except where such liability cannot be excluded under applicable law.

12.10 Health & Fitness During the Tour

Travellers are responsible for ensuring they are physically capable of participating in the itinerary they have booked.

If a traveller becomes unable to safely participate in part or all of the tour due to illness, injury, or a pre-existing condition, Scotland Folk Tours will make reasonable efforts to assist in arranging appropriate alternatives where practicable.

Any additional costs arising from such circumstances shall normally be the responsibility of the traveller or their travel insurer.

12.11 Removal from the Tour

Scotland Folk Tours reserves the right to refuse participation in, or remove a traveller from, all or part of a tour where, in the reasonable opinion of the Company or its representatives, the traveller:

- behaves in a way that is abusive, threatening, violent, discriminatory, or offensive;
- endangers themselves or others;
- repeatedly fails to follow reasonable instructions;
- causes significant disruption to the tour;

- is under the influence of alcohol or drugs to the extent that their behaviour becomes unsafe or disruptive;
- damages property;
- commits or is suspected of committing a criminal offence; or
- otherwise behaves in a manner that materially affects the safe or enjoyable operation of the tour.

Where a traveller is removed from a tour under this clause:

- no refund shall normally be payable for any unused portion of the holiday;
- Scotland Folk Tours shall not be responsible for any additional accommodation, transportation, or repatriation costs incurred; and
- the traveller shall remain responsible for any costs arising directly from their conduct.

12.12 Assistance to Fellow Travellers

Scotland Folk Tours prides itself on creating a friendly and supportive atmosphere.

While many lasting friendships are formed during our tours, travellers remain responsible for their own decisions, belongings, and wellbeing throughout the holiday.

12.13 Respect for Authentic Experiences

Many Scotland Folk Tours experiences involve visits to small communities, family-run businesses, local musicians, artisans, and independent venues.

Travellers are expected to respect the hospitality of our hosts by behaving courteously, following any reasonable requests made by the host, and treating these experiences as they would if visiting someone's home or place of business.

Any behaviour that jeopardises Scotland Folk Tours' relationships with local partners may be considered a serious breach of these Booking Terms & Conditions.

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13. Travel Insurance, Passports & Travel Requirements

13.1 Travel Insurance

Scotland Folk Tours strongly recommends that all travellers obtain comprehensive travel insurance at the time of booking and maintain cover for the full duration of their holiday.

Your travel insurance should provide appropriate cover for, where applicable:

- cancellation or curtailment of your holiday;
- medical expenses and emergency medical treatment;
- emergency medical repatriation;
- personal accident;
- personal liability;
- loss, theft, or damage to baggage and personal belongings;
- travel delays and missed departures;
- legal expenses; and
- any activities included within your itinerary.

Travellers are responsible for ensuring that their insurance policy is suitable for their own personal circumstances and planned activities.

13.2 Recommendation to Purchase Insurance Promptly

Unexpected events can occur before travel, including illness, injury, family emergencies, or other unforeseen circumstances.

Scotland Folk Tours therefore recommends purchasing travel insurance immediately after confirming your booking to maximise available cancellation cover.

13.3 Responsibility for Insurance Claims

Scotland Folk Tours is not responsible for arranging or administering travel insurance on behalf of travellers.

Any claim under a travel insurance policy remains solely between the traveller and their insurance provider.

Where appropriate, Scotland Folk Tours will provide reasonable documentation to support a genuine insurance claim.

13.4 Passports & Travel Documents

Each traveller is responsible for ensuring that they possess:

- a valid passport;
- any required visas or electronic travel authorisations;
- vaccination certificates (where applicable);
- any other documentation required by the destination countries or transport providers.

Passport validity requirements vary depending upon nationality and destination.

Scotland Folk Tours recommends checking current entry requirements well in advance of departure.

13.5 Entry Requirements

Entry requirements, immigration rules, customs regulations, and government travel advice may change at short notice.

It is the traveller's responsibility to ensure they comply with all applicable entry requirements before travelling.

Failure to obtain the necessary documentation shall not entitle the traveller to a refund where travel becomes impossible as a result.

13.6 Health Requirements

Travellers are responsible for obtaining any recommended vaccinations, medications, or medical advice appropriate to their personal circumstances before departure.

Where health documentation is required by law or by transport providers, travellers must ensure such documentation is available throughout the holiday.

13.7 Compliance with Laws

Travellers are responsible for complying with all applicable laws and regulations while travelling.

Failure to comply with immigration requirements, customs regulations, or local laws remains the responsibility of the traveller.

Any fines, penalties, or additional costs arising from such failures shall be the traveller's responsibility.

13.8 Government Travel Advice

Scotland Folk Tours recommends that travellers review the official travel advice issued by their own government before departure.

Whilst Scotland Folk Tours monitors developments which may affect the operation of our tours, individual travellers remain responsible for making informed decisions regarding their own travel arrangements.

13.9 Emergency Contact Information

Travellers must provide an emergency contact before departure, via our Essential Information Form sent out.

It is the traveller's responsibility to notify Scotland Folk Tours if this information changes prior to travel.

> Travellers are responsible for ensuring they meet any United Kingdom entry requirements applicable to their nationality, including obtaining any required

Electronic Travel Authorisation (ETA) or similar travel permission introduced by the UK Government.

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14. Health, Accessibility & Medical Assistance

14.1 Medical Fitness

By travelling with Scotland Folk Tours, each traveller confirms that they are medically fit to participate in the itinerary they have booked.

If a traveller's health changes after booking in a way that may affect their ability to participate safely, Scotland Folk Tours should be notified as soon as reasonably practicable.

14.2 Mobility & Accessibility

Many Scotland Folk Tours itineraries include:

- uneven surfaces;
- historic buildings;
- stairs;
- rural locations;
- ferry travel;
- walking tours;
- accommodation without lifts; and
- other locations where accessibility may be limited.

Travellers should carefully consider whether the itinerary is suitable for their individual mobility and fitness levels before booking.

Scotland Folk Tours will make reasonable efforts to accommodate individual requirements where practicable but cannot guarantee that every location or supplier will be fully accessible.

14.3 Medical Equipment & Medication

Travellers are responsible for bringing:

- sufficient medication for the duration of the holiday;
- copies of prescriptions where appropriate;
- any required medical equipment;
- any documentation required for travelling with medication.

Medication should be carried in hand luggage where appropriate.

14.4 Medical Expenses

Unless otherwise required by law, Scotland Folk Tours shall not be responsible for:

- medical expenses;
- prescription costs;
- hospital treatment;
- ambulance services;
- repatriation costs; or
- other healthcare expenses incurred during the holiday.

These costs are expected to be covered by the traveller or their travel insurance.

14.5 Assistance During Medical Emergencies

If a traveller becomes ill or injured during the tour, Scotland Folk Tours will provide reasonable assistance in arranging access to local medical services where practicable.

Any costs associated with treatment, transport, accommodation, or altered travel arrangements remain the responsibility of the traveller unless otherwise required by law.

14.6 Communicable Illness

Travellers must not knowingly travel where doing so would present a significant risk to the health or safety of other passengers.

Scotland Folk Tours reserves the right to refuse participation where a traveller's medical condition presents a genuine safety risk that cannot reasonably be managed during the tour.

Any decision made under this clause will be based on the circumstances known at the time and, where appropriate, relevant public health guidance.

14.7 Allergies & Dietary Requirements

Whilst Scotland Folk Tours will communicate notified dietary requirements and allergies to relevant suppliers wherever reasonably practicable, we cannot guarantee that meals prepared by third parties will be free from allergens or cross-contamination.

Travellers with severe allergies remain responsible for assessing whether food provided is safe for their individual needs and should carry any necessary medication, including emergency medication where prescribed.

14.8 Independent Decision-Making

Some travellers choose to sit out an activity, explore independently during free time, or make their own arrangements outside the published itinerary.

Where a traveller voluntarily chooses not to participate in an included activity or departs from the organised itinerary, they do so at their own risk and are responsible for their own safety, transport, and any associated costs until they rejoin the tour.

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15. Complaints, Assistance & Customer Support

15.1 Our Commitment

Scotland Folk Tours is committed to providing high-quality holidays and excellent customer service.

If something does not go as expected during your holiday, we want to know as soon as possible so that we have a reasonable opportunity to investigate and, where appropriate, resolve the issue.

Many concerns can be resolved quickly during the tour if brought to our attention promptly.

15.2 Reporting a Problem During the Tour

If you believe that any part of your holiday is not being provided as agreed, you must notify your Tour Director or another Scotland Folk Tours representative as soon as reasonably practicable.

Where appropriate, we will investigate the matter and make reasonable efforts to resolve the issue during the tour.

Failure to notify us during the holiday may affect our ability to investigate or remedy the situation and may reduce or eliminate any entitlement to compensation where the issue could reasonably have been resolved had we been informed at the time.

15.3 If the Matter Cannot Be Resolved

If your concern cannot be resolved during your holiday, you should submit your complaint in writing to Scotland Folk Tours as soon as reasonably practicable after your return.

Your written complaint should include:

- your booking reference;
- your full name;
- the names of any other travellers involved;
- details of the complaint;

- dates and locations where the issue occurred;
- any photographs or supporting documents, where available;
- details of the resolution you are seeking.

15.4 Complaint Timeframe

To allow a prompt investigation, written complaints should normally be received within **28 days** of the completion of your holiday.

Whilst Scotland Folk Tours will consider complaints received after this period where appropriate, delays may affect our ability to fully investigate matters involving third-party suppliers.

15.5 Our Response

Scotland Folk Tours aims to acknowledge written complaints promptly and investigate them fairly.

Where additional information is required, we may contact the Lead Passenger or other relevant travellers.

Complex matters involving third-party suppliers may require additional time to investigate.

15.6 Assistance During the Holiday

Where a traveller experiences difficulty during a package holiday, Scotland Folk Tours will provide reasonable assistance where required by the Package Travel and Linked Travel Arrangements Regulations 2018.

Such assistance may include, where appropriate:

- providing information about local medical services;
- assisting with communication with local authorities;
- helping travellers locate alternative travel arrangements;
- providing information regarding consular assistance;
- facilitating communication with insurers or emergency contacts.

Scotland Folk Tours reserves the right to recover reasonable costs where the difficulty has been caused intentionally or through the traveller's negligence, where permitted by law.

15.7 Emergencies

In the event of a genuine emergency affecting a traveller during the holiday, Scotland Folk Tours will make reasonable efforts to assist the traveller and, where appropriate, their nominated emergency contact.

Any decisions relating to medical treatment, emergency evacuation, or repatriation remain the responsibility of the traveller, their insurer, medical professionals, or the relevant authorities.

15.8 Third-Party Services

Where complaints relate to services provided by independent suppliers, Scotland Folk Tours will work with those suppliers to investigate the matter where appropriate.

However, travellers acknowledge that some services are provided by independent businesses and that Scotland Folk Tours may need to obtain information from those suppliers before responding fully.

15.9 Good Faith

Scotland Folk Tours is committed to resolving genuine complaints fairly and professionally.

We ask that travellers also engage with the complaints process respectfully and in good faith.

Knowingly false, misleading, fraudulent, or exaggerated claims may be referred to our insurers or legal advisers where appropriate.

15.10 Feedback

Scotland Folk Tours welcomes both positive and constructive feedback.

Traveller comments help us continually improve our holidays, strengthen relationships with local suppliers, and enhance the experience for future guests.

Providing feedback, suggestions, or compliments after your holiday is always appreciated.

> Our goal is not simply to resolve problems—we aim to prevent them. We encourage travellers to speak with their Tour Director whenever a concern arises so that, wherever possible, it can be addressed before it affects the enjoyment of the holiday.

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16. Liability & Limitation of Liability

16.1 Our Responsibility

Scotland Folk Tours accepts responsibility for providing the travel services that form part of your package holiday in accordance with these Booking Terms & Conditions and the Package Travel and Linked Travel Arrangements Regulations 2018.

We will perform those services with reasonable skill and care.

16.2 Responsibility for Suppliers

Many elements of your holiday are provided by carefully selected independent suppliers, including accommodation providers, coach operators, ferry companies, attractions, restaurants, local guides, musicians, museums, and activity providers.

Where these services form part of your package holiday, Scotland Folk Tours accepts responsibility for ensuring they are provided as contracted, subject to the limitations set out in these Booking Terms & Conditions and applicable law.

16.3 Circumstances Beyond Our Control

Scotland Folk Tours shall not be liable for any failure to perform, or improper performance of, the travel services where such failure is attributable to:

- the traveller;
- an unrelated third party whose actions could not reasonably have been foreseen or avoided; or
- unavoidable and extraordinary circumstances.

Examples include, but are not limited to:

- severe weather;
- flooding;
- landslides;
- road closures;
- ferry cancellations;
- transport disruption;
- industrial action;
- government restrictions;
- acts of terrorism;
- civil unrest;
- pandemics;
- natural disasters; or
- any other event beyond our reasonable control.

16.4 Delays

Scotland Folk Tours shall not be responsible for delays caused by:

- traffic congestion;
- road works;
- weather;
- ferry schedules;
- airline delays;
- airport disruption;
- border control;
- customs;
- actions of third-party transport providers; or

- other circumstances beyond our reasonable control.

Where delays materially affect the operation of the tour, we will make reasonable efforts to minimise disruption.

16.5 Optional Activities

From time to time, travellers may choose to participate in optional activities that are not included within the package holiday and are arranged independently.

Unless expressly stated otherwise, Scotland Folk Tours accepts no responsibility for:

- independently booked excursions;
- optional activities;
- services purchased directly from third parties;
- contracts entered into directly between the traveller and another supplier.

16.6 Personal Property

Travellers remain responsible for safeguarding their personal belongings throughout the holiday.

Scotland Folk Tours shall not be liable for:

- loss;
- theft;
- damage;
- delayed baggage; or
- forgotten belongings,

except where such loss results directly from our negligence or where liability cannot lawfully be excluded.

16.7 Personal Injury

Nothing within these Booking Terms & Conditions excludes or limits liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation; or
- any liability that cannot lawfully be excluded or limited.

16.8 Traveller Negligence

Scotland Folk Tours shall not be responsible for any loss, damage, injury, delay, expense, or inconvenience arising from:

- a traveller's own actions or omissions;
- failure to follow reasonable instructions;
- failure to comply with applicable laws;
- excessive alcohol consumption;
- illegal drug use;
- failure to obtain appropriate documentation;
- failure to maintain appropriate insurance; or
- any other negligent act or omission by the traveller.

16.9 Consequential Losses

Except where required by applicable law, Scotland Folk Tours shall not be liable for indirect or consequential losses, including but not limited to:

- loss of enjoyment beyond that provided for under applicable legislation;
- loss of business;
- loss of earnings;
- loss of opportunity; or
- any other indirect financial loss.

16.10 Assistance

Nothing in these Booking Terms & Conditions affects Scotland Folk Tours' obligation to provide reasonable assistance to travellers experiencing difficulties during a package holiday where required under the Package Travel and Linked Travel Arrangements Regulations 2018.

16.11 Maximum Extent of Liability

Where Scotland Folk Tours is legally liable for compensation, any compensation payable shall be determined in accordance with:

- the Package Travel and Linked Travel Arrangements Regulations 2018;
- applicable consumer protection legislation;
- relevant international conventions where applicable; and
- the laws of England and Wales (or Scotland, if governing law is Scotland).

Nothing in these Booking Terms & Conditions shall reduce any statutory rights available to travellers.

16.12 Duty to Mitigate Loss

Travellers are expected to take reasonable steps to minimise any loss, damage, expense, or inconvenience they experience during their holiday.

Failure to do so may be taken into account when assessing any claim for compensation.

16.13 Authentic Touring Environment

Scotland Folk Tours specialises in small-group cultural tours throughout Scotland, including visits to rural communities, historic sites, working farms, coastal locations, castles, museums, music venues, artisan workshops, and other authentic environments.

Travellers acknowledge that participation in such tours may involve normal risks associated with travel, including walking on uneven terrain, variable weather conditions, rural infrastructure, ferry travel, historic buildings, and public spaces.

Scotland Folk Tours takes reasonable steps to promote the safety of its travellers but cannot eliminate every inherent risk associated with travel or participation in authentic cultural experiences.

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17. Data Protection & Privacy

17.1 Personal Information

Scotland Folk Tours is committed to protecting the privacy and security of your personal information.

We collect, use, store, and process personal data only where necessary for the purposes of administering your booking, providing your holiday, complying with legal obligations, communicating with you, and improving our services.

All personal data is handled in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

17.2 Information We Collect

Depending on your booking, we may collect information including:

- name;
- date of birth;
- postal address;
- email address;
- telephone number;
- emergency contact details;
- passport information where required;
- dietary requirements;
- accessibility requirements;
- medical information voluntarily provided where relevant to your booking;
- payment information; and
- any other information reasonably required to operate your holiday.

17.3 Sharing Information

In order to operate your holiday, Scotland Folk Tours may need to share relevant information with carefully selected suppliers.

These may include:

- hotels;
- transportation providers;
- ferry operators;
- activity providers;
- local guides;
- restaurants;
- attractions;
- insurance providers where appropriate;
- emergency services where necessary; and
- other suppliers directly involved in providing your holiday.

Only information necessary for the provision of your holiday will be shared.

17.4 Marketing Communications

Scotland Folk Tours will only send marketing communications where you have requested them or where permitted by applicable law.

You may unsubscribe from marketing communications at any time.

17.5 Privacy Policy

Further information regarding how Scotland Folk Tours collects, stores, and processes personal information is available in our Privacy Policy, available on our website.

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18. Photography, Video & Marketing

18.1 Photography During Tours

Scotland Folk Tours may occasionally take photographs and video recordings during tours for promotional, marketing, educational, and social media purposes.

These images may be used in:

- brochures;
- websites;
- social media;
- advertisements;
- newsletters; and
- other promotional materials.

18.2 Respect for Privacy

We recognise that not every traveller wishes to appear in photographs or videos.

Travellers who do not wish to be photographed or recorded for promotional purposes should notify Scotland Folk Tours before or during the tour.

We will make reasonable efforts to respect those wishes. However, we cannot guarantee that individuals will not appear incidentally in group photographs, public settings, or images taken by other travellers.

18.3 Photography by Travellers

Travellers are welcome to take photographs and videos during their holiday for personal use.

However, travellers are expected to respect the privacy of fellow passengers, local residents, performers, guides, artisans, and venue operators.

Photography or recording may be restricted at certain attractions or performances. Travellers must comply with any such restrictions.

18.4 Commercial Use

Photographs, video recordings, or other content created during a Scotland Folk Tours holiday may not be used for commercial purposes without the prior written consent of Scotland Folk Tours where such use implies endorsement, partnership, or commercial association.

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19. General Legal Provisions

19.1 Entire Agreement

These Booking Terms & Conditions, together with your Booking Confirmation and any documents expressly incorporated into your booking, constitute the entire agreement between Scotland Folk Tours and the traveller.

19.2 Amendments

No amendment to these Booking Terms & Conditions shall be valid unless confirmed in writing by Scotland Folk Tours.

19.3 Severability

If any provision of these Booking Terms & Conditions is found by a court or other competent authority to be unlawful, invalid, or unenforceable, that provision shall be deemed severed to the minimum extent necessary.

The remaining provisions shall continue in full force and effect.

19.4 Waiver

Failure by Scotland Folk Tours to exercise or enforce any right under these Booking Terms & Conditions shall not constitute a waiver of that right.

19.5 Third-Party Rights

Unless otherwise expressly stated, no person other than the traveller and Scotland Folk Tours shall have any right to enforce these Booking Terms & Conditions.

19.6 Governing Law

These Booking Terms & Conditions and any dispute arising from or relating to them shall be governed by the laws of **Scotland**.

The parties agree that the Scottish courts shall have exclusive jurisdiction over any dispute arising from these Booking Terms & Conditions, except where mandatory consumer protection legislation provides otherwise.

19.7 Changes to These Booking Terms

Scotland Folk Tours reserves the right to amend these Booking Terms & Conditions from time to time.

The version in force at the date of booking shall apply to that booking unless a change is required by law.

19.8 Contact Details

Any notices or correspondence relating to these Booking Terms & Conditions should be directed to:

Scotland Folk Tours

Email: admin@scotlandfolktours.com

Telephone: +44 (0)735 9334761

Website: www.scotlandfolktours.com

Registered Address: Breahouse, Touch, Stirling FK8 3AH

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20. Acceptance of Booking Terms

By making a booking with Scotland Folk Tours, the Lead Passenger confirms that they:

- have read these Booking Terms & Conditions;
- have had the opportunity to ask questions before booking;
- understand the rights and responsibilities contained within them;
- accept these Booking Terms & Conditions on behalf of themselves and all travellers included within the booking; and
- agree to be bound by these Booking Terms & Conditions.