

TERMS AND CONDITIONS

Please do not complete a booking until you are willing to accept Four Shires History's (FSH) terms and conditions.

1. Descriptions

All descriptions of experiences we offer give a general flavour of them. Weather, accessibility, and other issues may mean we have to change an advertised programme. Descriptions and images give an indication of what to expect.

2. Weather

We try to fulfil an experience whenever weather conditions seem reasonable. In the case of tours, we try to plan an indoor alternative near the advertised meeting place for when conditions outside are unsafe or particularly unpleasant. If you're unsure about coming, please get in touch and note our cancellation policy below.

3. Availability

Our experiences are subject to the availability of equipment and staff. If a speaker or event manager is ill or equipment fails, we may have to cancel an experience at short notice. In such circumstances, we'll offer a full refund of the cost and inform you of any substitute date.

4. Safety

We try to keep everyone safe during our experiences. However, all participants are responsible for their safety, especially on tours when we cross roads or uneven ground. If we think anyone is behaving in a manner likely to endanger themselves or others, we reserve the right to ask them to leave. Please read our Health and Safety disclaimer for more details.

5. Equipment and Possessions

Any equipment or possessions you bring to an experience, remain your personal responsibility throughout. FSH cannot accept liability for any damage or loss incurred.

6. Duration of Experience

Where the timing of an experience is mentioned in conversation or publicity, it's an approximate guide only. We'll do our best to keep to time but length may vary a little, for a variety of reasons. We can't reimburse expenses you may incur due to a late finish. If you have a concern about timings, please tell us.

7. Restrictions

Some experiences FSH provides need a certain level of health or fitness, like getting over a stile. We will describe restrictions, including any minimum age requirement, in the booking information. The purchaser is responsible for ensuring these are met. So, once you've booked, you aren't entitled to a refund if you have to cancel because you didn't note the restrictions.

8. Refunds and Cancellations

If FSH has to cancel an experience, it will provide a full refund of the cost and do its best to offer another date.

If you cancel a confirmed booking of a tour or workshop, FSH will make a full refund if you tell us more than 14 days before the experience. If you cancel within 14 days or less of the experience, it may be too late to offer your place to others. In these circumstances, FSH will provide a refund only if it considers that no person or group involved in putting on the event will lose out.

If you cancel a confirmed booking of a coaching appointment, please give at least 24 hours' notice where possible. If you fail to turn up or a late cancellation causes us problems, we expect you to pay the fee in full.