

# WOW TOUR TERMS & CONDITIONS

## BOOKING AND CONFIRMATION

- **Booking Process:** Tickets can be purchased online through our website. Once your booking is complete, you will receive an email confirmation with your ticket(s).
- **Payment:** All tickets must be paid in full at the time of booking.

## CANCELLATIONS AND REFUNDS

- **Non-Refundable:** All ticket sales are final and non-refundable. Please ensure your availability before booking.
- **Transferable Tickets:** If you are unable to attend, you may transfer your ticket to another person. Please notify us at least 24 hours before the tour with the name and contact details of the person attending in your place.

## WEATHER POLICY

- **Tours Run Rain or Shine:** Our tours will proceed regardless of weather conditions. Please dress appropriately for the weather on the day of your tour.
- **No Cancellations for Weather:** Tickets will not be refunded or rescheduled due to weather conditions unless the tour is canceled by Wisdom on Wellness Ltd for safety reasons.

## ARRIVAL AND LATE POLICY

- **Arrival Time:** Please arrive at the meeting point 10-15 minutes before the scheduled start time. Our tours will start promptly as scheduled.
- **Late Arrivals:** If you arrive late, you may join the group at the current stop, but no refunds or rescheduling will be offered for missed portions of the tour.

## AGE AND ACCESSIBILITY

- **Age Limit:** Tours are suitable for participants aged 15 and older. Underage individuals must be accompanied by a responsible adult.
- **Accessibility:** These are walking tours and may include uneven terrain and steps. Please assess your physical ability to participate before booking, as the tours are not suitable for wheelchair users, prams, or those with limited mobility.

## SAFETY AND CONDUCT

- **Personal Responsibility:** By purchasing a ticket, you agree that you are physically fit to participate in the tour and will take responsibility for your own safety.
- **Behaviour:** Participants are expected to behave respectfully towards the guide, fellow participants, and the general public. Disruptive behaviour may result in removal from the tour without a refund.

## TOUR CHANGES AND CANCELLATIONS

- **Tour Changes:** We reserve the right to modify or substitute any part of the tour if necessary due to unforeseen circumstances, such as route closures or events beyond our control.
- **Cancellation by Us:** In the unlikely event that we need to cancel a tour, you will be notified as soon as possible, and you will have the option to reschedule or receive a full refund.

## AGREEMENT

- By purchasing a ticket, you agree to abide by this Tour Policy + the Tour Liability Waiver.

For any questions or more information, please contact Wisdom on Wellness.