

## Terms & Conditions

When you book with us you agree to these Terms and Conditions. Please take a moment to read them.

**All dealings with Belfastology are subject to these Terms and Conditions unless otherwise agreed in writing. By booking with us, you are deemed to have accepted them.**

### **1. Requirements to participate**

All participants on the tour must hold a valid ticket, gift voucher or e-voucher. If you cannot produce your ticket, e-ticket or voucher from an authorised point of sale you may be refused entry.

All participants acknowledge and agree that they participate in the tour or service at their own risk.

Participants understand that tickets must be paid for at the time of booking, unless otherwise agreed by Belfastology.

Participants understand that tours start promptly at the scheduled departure time. Belfastology recommends arrival 5-10 minutes early to meet the guide. No refunds are available if participants miss their tour due to arriving late, getting lost or for any other reason.

Tour end times are an indication only. Belfastology is not responsible for a tour finishing later than advertised if conditions are beyond their guides control. We advise that participants allow at least 30 minutes between the end of our tour and another booked activity or reservation.

### **2. Belfastology' right to refuse participation**

Participants must obey the directions and instructions of the Belfastology' guide. They must not disturb other participants or interfere with the tour guide's ability to conduct the tour in a safe manner.

Belfastology reserves the right to refuse any person who is behaving in an inappropriate manner, participation in the tour or service. This is at the absolute discretion of Belfastology, regardless of whether the person has a valid ticket.

Participants agree not to record the tour in any way. The information imparted on the tour is the intellectual property of Belfastology. Participants recording the tour without prior permission will be removed.

### 3. Terms and conditions of payment

Tickets are non-refundable (subject to Section 5 below).

Belfastology' tickets must not be offered for sale or resale, or resold or used for any commercial purpose, including without limitation promotion of any supplier or any supplier's products or services, without Belfastology' prior written permission.

Tickets must be paid for at the time of booking, unless otherwise agreed with Belfastology in advance.

#### Private Tour & Group Tour Payment Terms and Conditions

Private bookings can be made by telephone or email.

Your booking is not confirmed until we have issued your booking confirmation. A booking confirmation will only be issued once we have received full payment for the tour or experience. Payment must be received from the participant or agent no later than the day of the tour or experience.

### 4. Cancellation and Refunds

#### Cancellations by Belfastology

Belfastology reserves the right to cancel or postpone a tour for any reason. This includes, but is not limited to, bad weather and staff illness. If we cancel a tour, we will provide you with a full refund or tickets for an alternative date if available and mutually agreeable.

#### Cancellations by the Participant

Bookings made directly with Belfastology can only be cancelled by the participant by giving written notice to the company at least 24 hours before the original tour date.

Bookings made through a third party reseller such as [Airbnb](#), [TripAdvisor](#), [Viator](#) or [GetYourGuide](#) are subject to their cancellation terms and conditions and you must contact the agent directly. We cannot cancel a tour on your behalf with a reseller. (The relevant party who has sold the ticket to the participant will make any reimbursements subject to their terms).

There will be no refund of a ticket by Belfastology except in accordance with these terms and conditions or as agreed in writing by the company. Refunds will only be made to the person who purchased the ticket from Belfastology.

## Changing a booking date

For bookings made directly with Belfastology, if the participant needs to change their booking they must advise Belfastology at least 24 hours prior to the original tour date. (We will do our best to accommodate the new date. However, if the new desired date is already fully booked, either a gift card can be issued or the payment will be forfeit.) For bookings made through a third party reseller, the participant must contact their agent directly as they will be subject to the reseller's own terms.

## Private & Group Tour Cancellations

The terms for Group and Private Tour booking cancellations are as follows:

- **Cancellation 8 days or more prior to tour date:** A refund less 10% administration fee will be provided if participant or agent cancels.
- **Cancellation notice between 1 week and 48 hours prior to tour commencement date:** A 50% cancellation fee of the total tour cost applies if participant or agent cancels.
- **Cancellation notice within 48 hours of tour commencement date:** A 100% cancellation fee applies if participant or agent cancels.

## 5. The Company's Liability

To the extent permitted by law, Belfastology excludes liability and will not be responsible for any loss, damage or injury arising from or connected with the tour, no matter how that loss, damage or injury is caused.

In particular, Belfastology will not be responsible for loss or damage arising from a participant's failure to obey the company guides' instructions or from any pre-existing medical or psychological condition.

You acknowledge that Belfastology shall not be responsible for any loss or damage to property (including personal property) brought on a tour organised by the company. Any personal property brought on a tour shall be at your own risk.

Belfastology is also not liable for any loss, damage or inconvenience arising from or incidental to any delay in the scheduled tour taking place.

## 6. Agency

Where an agent on behalf of Belfastology enters into a sale, booking or any other transaction then that agent shall indemnify Belfastology for any loss, damage or expense incurred by the company as a result of any misrepresentation, breach of contract or act of negligence by the agent.

## 7. Governing Law

These terms and conditions are governed by the law of Northern Ireland. Any disputes shall be subject to the exclusive jurisdiction of the Northern Irish court system.

## 8. Terms used within these Terms and Conditions

'We', 'us' or 'our' or 'The Company' or 'Belfastology' refers to <https://www.belfastology.com/> Belfastology Walking Tours , its tour guides and agents.

'You' or 'Participant' refers to the person who has booked and paid for a tour or in the event of a group, the person and persons in that.