

Limerick City Walking Tours

Terms and Conditions

Provision of Tours

The contract is the terms below agreed by the acceptance of the tour & conditions set out below in this document.

Booking & Contract

A booking is an agreement between a customer & Limerick City Walking Tours, (abbreviated here to **LCWT**), to carry out an agreed tour itinerary.

Tours are identified using an itinerary name or confirmation reference number.

The contract is the terms below agreed by the acceptance of the tour itinerary or transfer & conditions set out below in this document.

Payment details:

- All Payments must be made prior to the tour. If full payment has not been made prior to travel it will be considered a cancellation by the customer.
- Dates: Dates mentioned on the agreed itinerary or transfer confirmation are the dates of service. Any change to those dates by the customer without informing LCWT will be considered a cancellation by the customer.
- Deposit: Deposits may be charged on agreement with LCWT. Full payment immediately may be required depending on service.
- Full payment must be made prior to starting all tours.
- Refunds: LCWT offers refunds to customers up to one week prior to travel. Inside that period, it recommended to have travel insurance.
- Payment Types: LCWT accepts Wire transfer, Credit card Payments & cash. Cheques can only be accepted 4 months prior to travel. It is policy to issue receipts for all payments regardless of method.
- Payment Protection. It is highly recommended to always have travel insurance when travelling. LCWT dose not offer travel insurance.

Cancellation Policy

- Customers may cancel their public tour booking 1 day prior to tour date commencement & receive a refund.
- Cancellations inside the 1 week for private group tours will result in 50% loss of payment unless a special agreement with LCWT has been made.

- In the event of a tour cancellation by LCWT the customer will receive a full refund or have an alternative provider supplied when preferred by the traveller or agent.

Insurance & Limitation of Liability

- LCWT are not liable to accidents due to city infrastructure such as footpaths & steps etc.
- LCWT does not accept liability for personal loss or injury suffered while on tour.
- LCWT will not be liable for issues which were not booked directly through LCWT.
- It is the customers obligation to hold sufficient travel & health insurance.

Client behaviour

Unacceptable customer/traveller behaviour may lead to cessation of service without refund. It may lead to further prosecution & legal action. Listed here are examples of such issues.

- Abuse of the Guide or another person in a manor deemed inappropriate
- Damage to city property
- Damage to private property while on tour

Covid19

There are no Covid requirements for walking tours. If you have symptoms of Covid you are recommended to self-isolate.

Complaints Procedure

Your statutory rights under Irish & EU are not affected.

All complaints should be made via the website contact page.

All complaints will be responded to within a reasonable time, with a decision after consideration of the complaint.

Please include your booking confirmation number or Tour Name, contact information & details of the complaint.