

Booking Terms and Conditions

These terms and conditions may be amended from time to time, and apply to all of our services.

By accessing, browsing, using and/or completing a reservation through our website, (mobile and desktop), or through our Airbnb link, you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below.

To familiarise yourself with our cancellation policy you can read our full terms here.

Hidden Anglesey is a private tour operator, offering a range of tours on Anglesey. Bookings can be made directly through the Hidden Anglesey website, and/or any other website through which Hidden Anglesey makes their services available. If you have having any problem booking through the Hidden Anglesey website, www.hiddenanglesey.co.uk then please contact us on info@hiddenanglesey.co.uk

Please make sure to fill in and/or provide all necessary details upon booking your tour(s). Once you have completed the booking process a booking confirmation will follow, containing your booking number and the voucher(s) for the services booked. The voucher will be your proof of payment so please bring it with you on the day of your tour, either a printed version or electronic. Please note that you are responsible for carefully checking all the details on your confirmation and related travel documents to ensure that they are correct. In the event of discrepancy, such as booking mistakes where the wrong date and/or incorrect number of participants was booked, please contact Hidden Anglesey immediately as it may not be possible to make amendments to your reservation when it gets closer to your tour date. Hidden Anglesey cannot be responsible for mistakes in the booking process.

Hidden Anglesey reserves the right to alter itineraries and/or timetables should it be necessary, due to adverse weather and or other related conditions (including force majeure). We will always work through these changes with you to come up with a suitable solution. Hidden Anglesey is not responsible for expense and/or other related costs due to factors outside of its control, such as ferry/train delays, changes and or cancellations, delays due to bad traffic, injuries, weather, war, economic effects, natural disasters, pandemics and other public health concerns etc. and/or any other unforeseeable matters. You are responsible for providing Hidden Anglesey with the correct contact information and related details so that we can keep you informed in the event of changes made to the services booked.

Operational expectations

These terms and conditions are in accordance with UK law. They are reviewed and updated regularly. Therefore, the cancellation policy that is outlined on your ticket is the cancellation policy that applies to your booking. This is regardless of any changes made to policies following your booking.

Please note that all prices for the services provided by Hidden Anglesey are in the company's local currency - GBP. Any pricing that is advertised in local currency on the Hidden Anglesey website or through approved resellers is subject to exchange rate fluctuation. As a local operator Hidden Anglesey cannot be responsible for currency fluctuations and/or additional fees outside its control that may be applied, such as bank transfer fees, credit card fees etc.

Hidden Anglesey reserves the right to change its rates in case of economic changes, including but not limited to, currency fluctuations, inflations, increased cost of supplies, tax changes and other force majeure events. In case of VAT or other tax changes, the client contract prices will change accordingly. Price changes affected by tax changes will apply to all reservations, although reservations that have been confirmed on previous prices or payment has already been made. All rates are inclusive of VAT and are subject to any official tax changes.

Please note that special offers such as promotional codes cannot be applied afterwards in the form of a refund. When offered, promotional codes and/or other special offers must be entered into the relevant field located on the payment page upon check out at the time of booking to be valid and applied. Any promotions held outside the Hidden Anglesey website (by resellers and booking agents) cannot be applied to any direct bookings without prior approval.

All sales of Hidden Anglesey gift cards are delivered by email after the purchase is completed. All gift cards are charged upon sale and are non-refundable in all circumstances. Gift cards can be transferred to somebody else.

Pick up and drop off services

Hidden Anglesey offers pick up and drop off services for its tours from designated pick up and drop off points. You as the traveller are responsible for your pick-up. This includes being ready at the correct time at the arranged pick up location. We pick-up from a limited number of designated car parks around Anglesey, depending on the tour you have booked. The location will be made clear on booking by way of what3words and/or a postcode. If you are unsure of your pick-up location please contact us on info@hiddenanglesey.co.uk

Please note that missing the pick-up does not entitle you to a refund of the price paid for the services. You are responsible to be ready for pick-up at the arranged pick-up point from the start of the pick-up time in order to not miss the bus when it arrives. Be sure to provide us with ways that we can contact you whilst on Anglesey so that we can call/find you if necessary. If you have missed the start time of your tour you are not entitled to a refund. However, when possible we will try to reschedule your tour to another day. This is not guaranteed and is subject to availability. It is your responsibility to reach out to Hidden Anglesey if you have missed your tour to request a reschedule.

Travel insurance

As with any travel, we strongly recommend that you purchase a travel insurance policy before travelling that covers your cost should you have to cancel your travel reservation with short notice. It is your responsibility to take out comprehensive travel insurance that covers all eventualities including force majeure and travel disruptions.

Welsh weather and conditions

All outdoor activities are dependent on weather and general conditions. The weather on Anglesey can change quickly, especially in the winter months. We reserve the right to

change your itinerary and/or cancel your trip with your safety in mind. If Hidden Anglesey cancels your tour due to weather or unforeseen events you will be refunded in full. If you, the customer, cancel the tour with weather in mind you will not be entitled to a refund. Any tour that goes ahead will have taken weather and safety into account.

Your tour guide is experienced in dealing with changing weather conditions and will be prioritising safety when making decisions. Please be aware of this and respect your guide's authority to do so.

In the case that a part of the tour is unable to be provided due to unforeseen circumstances, then a partial refund will be provided if an alternative cannot be provided. Hidden Anglesey will get in touch with you directly in this case.

Clothing

Appropriate footwear and suitable outdoor clothing must be worn. We reserve the right to refuse participation to clients who are dressed inappropriately or with inappropriate footwear as this will put the clients well-being and safety at risk.

Although specific clothing types are not expressed here, it is important to consider, particularly during the autumn, winter and early spring months, that the Welsh weather forecast can be changeable. This means that clothing should account for wet, windy and cold weather, even in summer. The guide will have the final say in allowing you to take part in any activities based on your preparedness for the tour. You will not be eligible for a partial or full refund in the case that your suitability stops you from taking part in the tour.

Assumed risk and outdoor activities

Clients are advised that all tours are undertaken entirely at their own risk and they must behave in a fit and proper manner at all times in accordance with our, or our partners, guidelines. Full responsibility must be taken for your own safety.

Wearing of seatbelts while on the bus is mandatory. Passengers are asked not to distract the driver whilst driving. Nothing is allowed in the vehicle that could distract the drivers field of vision.

All outdoor tours carry inherent risks and Hidden Anglesey does not assume any responsibility for accidents that are caused by its clients or can be traced to their own actions or are caused by factors outside of human control (force majeure). With the purchase of your trip you agree to these conditions, understand its implications and accept responsibility for your participation in the trip. Depending on the tour, you may be requested to sign an additional liability waiver or medical disclosure form.

It is your responsibility to fully read the tour description and associated guide that details what each tour entails. If you are unsure whether you are able to take part in any activities during the tour, it is your responsibility to contact Hidden Anglesey prior to the tour to cover any uncertainties.

Alcohol and drugs

We reserve the right to refuse participation to clients who we believe are under the influence of alcohol or drugs. In such circumstances no refund shall be given. The guide reserves the

right to refuse participation to any client whose conduct or manner unlikely to cause offence, upset, or put other clients or the guide in danger. In such cases, full cancellation charges apply.

Reviews and feedback

Hidden Anglesey welcomes all feedback in order to improve our overall services and performance. We would greatly appreciate it if you could share your tour experience with us.

Liability

No responsibility is taken for losses or expenses due to delay or changes in train travel, flights, injury, damages, negligence, weather, war or other unforeseeable causes (force majeure). The estimated duration of tours as indicated on our website are standard times and can vary according to road or weather conditions. Punctuality is a key objective to Hidden Anglesey's operations. However, delays may occur for unforeseen reasons. The company cannot be made responsible for losses that a passenger may face due to delay, regardless of whether the loss is direct or indirect.

Privacy Policy

All personal information will be strictly confidential and will not be given or sold to a third party. If/when booking through another company such as Airbnb, these third party sites have separate and independent privacy policies, we therefore have no responsibility or liability for the content and activities of those sites. All GDPR rules are adhered to.

Operational Expectations

1. Hidden Anglesey will treat you with the same courtesy, professionalism and care that we would provide to all guests. In return, we expect the same level of courtesy to be forthcoming from you, towards the Hidden Anglesey staff and to other guests.
2. All quoted itineraries will include activities, guide costs, vehicles, fuel and other associated services, unless otherwise stated.
3. Once a tour has been agreed upon and paid for, it is your responsibility to familiarize yourself with all the information we have provided you and liaise with is prior to the tour commencing if anything is unclear.
4. An agreed upon and paid for tour is considered final (with appropriate cancellation terms applied).
5. It is essential that up-to-date contact information is provided to use between booking your tour and arrival for your tour. This is your responsibility to make sure that all contact details work.

General Conditions of Carriage

Application

The term 'hirer' refers to any person booking an individual seat, multiple seats including the whole vehicle and these conditions apply whether a contract has been made verbally or in writing.

The hirer acts on behalf of all the passengers travelling on the vehicle under their booking. The hirer is responsible for the actions and decisions of all passengers on board the vehicle(s) including any additional costs incurred in performing the contract, whether they travel with the party. If the hirer is not going to travel with the party, a representative must be chosen to act as the responsible person for that booking, and the company informed prior to the hire taking place. The company will only accept instructions from the hirer or its representative. Where a copy of these conditions has been given to the hirer at any time, or the hirer has been advised verbally of all significant terms, making a booking will be deemed to signify acceptance of them. Where a hirer makes a booking before receiving these conditions and without being advised verbally of all significant terms, the hirer may cancel the contract without liability within 48 hours of receiving these conditions. In all other cases the hirer will be deemed to have accepted these conditions.

Quotations for private hire bookings

Quotations are given based on the most direct route and on any other information provided by the hirer. The route used will be at the discretion of the company unless it has been particularly specified by the hirer in which case it will be clearly shown on the confirmation. All quotations are given subject to the company having available a suitable vehicle at the time the hirer accepts a quotation. Quotations are valid for 28 days unless otherwise notified. Quotations are given for coach and driver hire only. Any additional charges will be separately identified and will be the hirer's responsibility unless otherwise specified.

Use of the Vehicle

The hirer cannot assume the use of the vehicle between outward and return journeys, nor that it will remain at the destination for the hirer's use unless this has been agreed with the company in advance.

Route and Time Variation

The company reserves the right to levy additional charges for additional mileage and/or time to that agreed at the time of booking. The charges will be pro rata. The vehicle(s) will depart at times agreed by the hirer, and it is the responsibility of the hirer to account for all passengers at those times. The company will not accept liability for any losses incurred by passengers who fail to follow instructions given by the hirer.

Drivers Hours

The hours of operation for the driver are regulated by law, and the hirer accepts the responsibility of ensuring the hire keeps to the hours and times agreed by the company. Neither the hirer nor any passengers shall delay or otherwise interrupt the journey in such a way that the driver is at risk of breaching regulations relating to driving hours and duty time. If any breach is likely to occur, the hirer will be responsible for any additional costs incurred unless it is outside of the control of the hirer.

Seating Capacity

The company will, at the time of booking, agree and specify the legal seating capacity of the vehicle to be supplied. The hirer must not load the vehicle beyond this point. The driver reserves the right not to operate the vehicle with excess passengers on board.

Conveyance of Animals

No animals (other than guide dogs and hearing dogs notified to the company in advance) may be carried on any vehicle without prior written agreement from the company.

Smoking/Vaping

The company operates a no smoking/vaping policy on board all its vehicles.

Confirmation

Normally, written confirmation by the company is the only basis for the acceptance of a hiring or for a subsequent alteration to its terms.

Payment

Any deposit requested must be paid by the date stated, and payment in full must be made before the commencement of the hire unless agreed otherwise by the company. Payments are deemed to mean cleared funds in the company's nominated bank account.

Cancellation by Hirer

Notice Given	Charge
10 days or more	No Charge
6-9 days prior to hire	10% Charge
1-5 days prior to hire	50% Charge
Less than 24 hours prior to hire	100% Charge

If the hirer wishes to cancel any agreement, the scale of charges will apply in relation to the total hire charge.

The cost of accommodation, meals and theatre/theme park tickets which have already been purchased by the company at the request of the hirer will be charged to the hirer, plus any administration charges incurred by the company.

Charges due to inclement weather will be charged as above.

Theatre and theme park tickets (or other such ancillary service) are non-returnable and must be paid for in full.

Cancellation by the Company

In the event of any emergency, riot, civil commotion, strike, lock out, stoppage of labour or upon the happening of any event over which the company has no control (including adverse weather and road conditions) or in the event of the hirer taking any action to vary agreed

conditions unilaterally, the company may, by returning all monies paid and without further or other liability, cancel the contract.

Vehicle

The company reserves the right to provide a larger vehicle than specified at no additional charge.

The company reserves the right to substitute another vehicle (including those of other operators) or ancillary facilities for all or part of the hiring subject to such substitutes being of at least equivalent quality.

Breakdowns and Delays

The company gives its advice on journey times in good faith. However, because of breakdown or traffic congestion, or other events beyond the control of the company, journeys may take longer than predicted. In those circumstances the company will not be liable for any loss or inconvenience suffered by the hirer as a result.

Passengers Property

All vehicles hired from the company are subject to restrictions on carrying luggage for statutory safety reasons. The hirer accepts that the driver shall be the sole judge as to whether and to what extent passenger's luggage is carried. Large, bulky items may not be able to be carried and the hirer should take all steps to notify the company in advance of such requirements.

The company accepts any personal property of the hirer and their passengers on the understanding that it will take all reasonable steps to avoid loss or damage. The hirer should notify the company or the driver if items of exceptional value are to be carried on the vehicle. It is the hirer's responsibility to minimize risk of loss when property is left unattended.

The company's liability for loss and damage to property, however caused, is limited to £500.00 maximum per passenger. It is the responsibility of the hirer to ensure that items over this value are insured separately for loss and damage.

The limits in this section do not apply to personal injury claims.

All articles of lost property recovered from the vehicle will be held at the company's premises and will be subject to the current PCV (Lost Property) Regulations. These regulations can be supplied on request.

Conduct of Passengers

The driver is always ultimately responsible for the safety of the vehicle, and as such may remove any passenger whose behaviour prejudices the safety of the driver, vehicle, passengers or other road users and pedestrians. The hirer is responsible for any damage caused to the vehicle by any passenger for the duration of the hire. Where the hire is to a sporting event, the hirer should be aware of the legal requirements relating to alcohol, contained in the Sporting Events (Control of Alcohol) Act 1985 and the conditions of entry to racecourses as laid down by the Race Course Association.

Complaints

In the event of complaint about the company's services, the hirer should seek a solution at the time from the driver or the company. If this does not provide remedy, then complaints should be made in writing within 14 days of the termination of hire. The company will acknowledge all complaints within 14 days and will reply fully within 28 days.

Notices

No bill, poster or notice is to be displayed on any vehicle without the written consent of the company.

Refreshments and Alcoholic Drinks

Other than on a vehicle expressly fitted for the purpose, food (except confectionary) and drink (including alcoholic beverages) may not be consumed on the vehicle without the express permission of the driver.

Surcharges

Once a confirmation has been issued to the hirer, providing there are 30 days prior to departure date, the company reserves the right to pass on increases in the cost of fuel, taxes imposed by the Government of the UK and other countries to be visited during the journey, road tolls and foreign currency. No surcharges will be levied within 30 days of departure. On notification of such charges, the hirer may cancel the booking subject to the scale of charges laid out in paragraph 11. The liability of the company will be limited to the cost of the hire and any ancillary services supplied.