



Rail Tours Terms & Conditions: Updated 1st December 2020

Booking Process

Bookings can be made via our website at www.mountain-goat.com, by email on tours@mountain-goat.com, by telephone on 015394 45161 or at our office at Mountain Goat, Victoria St, Windermere, LA23 1AD. When you receive your booking confirmation you are entering a binding contract & in turn agreeing to our terms & conditions.

Payment Terms

All tours must be paid in full prior to departure by either credit/debit card (via the phone/website), by calling in to our office.

Missed Departures

Daily tours depart at set times which are stated on your booking confirmation. If you are not ready for your allotted departure time and location, we cannot wait as this will affect the tour and the enjoyment of other passengers. A missed departure or no-show tickets will not be refunded.

Tour Routes

In the event of severe weather, traffic congestion or for operational reasons we reserve the right to alter tour routes without notice.

Cancelled Tours

Please be aware that our tours maybe cancelled due to severe weather. In this situation you are entitled to a full refund.

Under 5's

We regret to inform you that all of our scheduled tours are unsuitable for children under 5 years of age. Children over 5 – 16 years old are welcome onboard but must be accompanied by an adult.

Refund policy

Rail Tours are non-refundable.

Lost Property

Mountain Goat are not responsible for any items of property left on our vehicles. Please do not ask the driver/guide to take care of your property whilst you are away from the coach. For items that are left on the coach at the end of the day, if found and claimed, we are happy to return them at customer's expense. Please note any unclaimed items will be disposed of after 3 months.

Luggage Storage

We are happy to offer free luggage storage to all Mountain Goat customers, that have booked directly. On the scheduled day tours one small day bag per person can be carried on our buses. Many of our tour buses do not have a luggage storage on board for large suitcases. We strive to provide the best service possible, for larger items such as sporting goods, we will do our best to accommodate these, please inform us at the time of booking.



Third Parties

We include several attractions in our tours; however, these are operated by third parties and therefore we are not liable for any damages, loss or closures to do with these third parties.

Complaints

We actively welcome your feedback, both in respect of our own services and those provided by other suppliers (such as accommodation providers). In the event that you have any complaint during the course of your tour then please bring this to the attention to the office teams as possible and we will do our best to resolve the issue.

Animals

No animals, other than guide dogs are permitted on the vehicle.

Breakdown & delays

Return times are approximate. Mountain Goat do not guarantee to arrive at a specific time, therefore are not liable for loss of convenience caused by a delay or breakdown.

Disabilities

We regret our vehicles are not yet wheelchair accessible. For any special requests please contact our team and we will do our best to accommodate you.

COVID-19: Additional T&C' following outbreak (March 2020)

- The wearing of face covering in a private hire will be reviewed on a case by case basis, following social distancing guidelines, family bubbles travelling and driver safety.
- We will follow and implement Government and DfT guidelines regarding the wearing of face covering on scheduled public tours.
- We request that any passenger who is feeling unwell, does not board our vehicle.
- If after the tour, you begin to feel unwell within 14 days, we request that you let us know. We can then implement our track and trace procedure.
- Mountain Goat may cancel a tour within 24-hours. Any bookings affected will be moved to an alternative tour, different day or cancelled with a refund/account credit.
- We will hold your contact details for 21-days, as per Government guidelines, to assist with track and trace.

To ensure compliance with the latest government legislation and guidance, please only complete your reservation if –

- Your party consists of no more than one household or support bubble
- You are adhering to the travel restrictions from the tier in which you reside