



Scheduled Tour Terms & Conditions: Updated October 2024

Booking Process

Bookings can be made via our website at www.mountain-goat.com or 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 scheduled tours must be paid in full prior to departure by credit/debit card via our website or booking confirmation.

Refund policy

Standard scheduled tours can be cancelled up to 24 hours prior to the time of your tour to receive a full refund. **After 24 hours no refund will be given.** To cancel a tour please email tours@mountain-goat.com or call the office on 015394 45161. If the booking was made via an online travel agent or other third party, you **must** contact them directly to cancel as they have their own terms and conditions, and we are not able to help in this instance.

Missed Departure

Our scheduled 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 ticket will not be refunded or transferred to an alternative date.

Travel Insurance

We strongly recommend that all participants take out comprehensive travel insurance before joining our tours. Coverage should include medical expenses, trip cancellations, delays and lost belongings. Travel insurance helps protect you against unforeseen events like weather, accidents, or changes to your plans.

Tour Routes

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

Cancelled Tours

Please be aware that our tours may be cancelled at any time due to severe weather or other reasons beyond our control. In this situation we will notify you as soon as possible and offer a transfer to a different tour or date or a full refund, whichever you prefer.

Under 5's

All our scheduled tours are unsuitable for children under 5 years of age. Children aged 5 – 16 years old are welcome on board but must be accompanied by an adult.

False or Misleading Information

Participants are required to provide accurate and truthful information at the time of booking. Any individual who provides false, inaccurate, or misleading details, may be denied



participation. We reserve the right to cancel the booking without refund, refuse service, or remove the participant from the tour if such information comes to light before or during the tour.

Conduct of passengers

Every passenger in a vehicle must have their own seat. Seats cannot be reserved.

The driver is responsible for the safety of the vehicle. Any passengers whose conduct is in breach of statutory regulations may be removed from the vehicle or be prevented from boarding on the driver's authority.

It is compulsory for all passengers to wear seatbelts whilst the vehicle is in motion. Smoking is not allowed on any of the company's vehicles. Passengers must not distract the driver whilst the vehicle is moving.

Alcohol is not allowed on any vehicle as laid down in the Sporting Events Act 1985 and anyone not complying will be required to vacate the vehicle.

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 after the tour, we are happy to return them at the customer's expense if they are found. Any unclaimed items will be disposed of after 3 months.

Luggage Storage

On scheduled day tours there's room for one day bag per passenger. If you want us to store any larger items, please tell us at the time of booking. We will try to accommodate them but many of our buses do not have sufficient space for large luggage.

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. We reserve the right to make changes to the schedule and attraction visits without notice.

Complaints

We actively welcome your feedback, both in respect of our own services and those provided by other suppliers. If you have any complaint during your tour, please bring this to the attention of the driver or our office team as soon as possible and we will do our best to resolve the issue.

Animals

No animals, other than certified assistant dogs, are permitted on the vehicle. Assistant dogs do require a seat reservation. Please contact the office to notify us and we will reserve a space.

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. Mountain Goat will not take responsibility for missed train times caused by delays.

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.

Insurance

Mountain Goat highly recommends all passengers take out their own suitable insurance for travel, medical & cancellations.

Data Protection

We take our passengers' privacy seriously and always endeavour to process personal information in accordance with the Data Protection Act 2018. For further information please refer to our Privacy Policy.