

Terms & Conditions

Definitions

"The Company"	Capercaillie Tours Ltd
"The Customer"	The person or persons using the service
"The Service"	Any tour, travel or event organised by The Company

Payment

Full payment is required for each person using The Service. Unless otherwise notified, payment must be made no later than 24 hours prior to the date of the Service.

Cancellations and Refunds

The company reserves the right to cancel The Service where the minimum number of Customers is not reached. In such cases the Company will make every effort to contact the Customer and to offer a suitable alternative. If there is no suitable alternative, or the Customer should not wish to take up the alternative, then the limit of the Company's liability to the Customer will be the return of any monies paid.

Where a booking has been made by credit or debit card, any refund will be made to the card. Cash refunds will not be made in any circumstance. Regrettably, no refunds will be made if the Customer is late for a tour or cannot find the pickup point.

Where the Customer cancels the booking then the effective date of cancellation will be the date the Company receives written notification. Written notification may be by letter, fax or e-mail to the below address. In the event of The Customer canceling the booking a charge, as detailed below, shall be payable by the Customer.

Cancellation Charges

Cancellation outwith 48hrs of the tour: 25% of the total booking cost.
Cancellation within 48hrs of tour departure: 100% of the total cost.

Other Travel or Events

Standard cancellation charges as for the above One Day Sight-seeing Tours will apply. However, for other travel or events, the Company reserves the right to amend these charges at its sole discretion. The Company shall endeavour to provide details of these charges where they vary from the standard cancellation charges.

Travel on the Company's vehicle(s)

For the safety and comfort of all our Customers, the following shall apply:

A no-smoking policy is in place whilst on the vehicle. Reasonably regular photo stops will be made where those who wish to smoke may do so.

There will be no consumption of alcohol whilst on the vehicle.

The Company reserves the right to refuse to carry any person whose conduct is deemed unreasonable or likely to cause offense or upset to other passengers. In such cases, full cancellation charges will apply and the Company will have no further liability to that person.

All luggage is carried at the Customer's own risk.

Customer Safety

Any passengers traveling in Capercaillie's company vehicle(s) must accept that the driver shall be the person responsible for ensuring what is, or is not, relevant for the safety and comfort of all our customers.

Alternatives

While the Company will make every effort to provide the Service as promoted, it reserves the right to alter itineraries and/or transport for whatever reason. The Company will not be liable for any loss or inconvenience suffered by the Customer arising from any such alterations.

Timings

The Company will endeavour to ensure that it complies to any advertised timings. However, it will not be liable for any loss arising from delay, or failure to operate the Service in accordance with advertised timings. The Customer accepts that breakdowns, delays or other events outwith the reasonable control of the Company may result in journeys taking longer than expected and in such circumstances the Company will not be liable for any loss or inconvenience suffered by the Customer.

Complaints

In the event of a complaint, this should initially be addressed to the driver. If he cannot resolve matters to the satisfaction of the Customer, complaints should then be made in writing to:
1 Lochhead Crescent, Coaltown of Wemyss, Fife, Scotland KY1 4LR.

In addition to the vast range of visitor attractions available to you shown in the brochures at hotels and Tourist Information Centres, we can offer you access to a wide range of sporting and outdoor activities in and around Fife. Or why not visit the theatre, museum or art galleries - the choice is yours.

**We also offer a full meet and greet transfer service to and from all our airports, rail stations and ferry ports.
Please contact us for further details.**



Our Promise

- Pickups and drop-offs at a convenient central location (in some cases direct from your accommodation)
- Comfortable and stylish Mini-coach
- An insight to the real Scotland
- A friendly, professional driver
- Commentary to enhance your enjoyment

To book your tour or for more information please contact:

George Brand on 01592 653678 • Mobile 07885 236289

Email capercailliegb@aol.com

1 Lochhead Crescent • Coaltown of Wemyss • Fife • Scotland • KY1 4LR

or visit our website: www.capercaillietravel.com

Capercaillie Tours

Luxury Mini Coach Travel



www.capercaillietravel.com

Sit back, relax and let the locals show you around. We can take you to parts of Scotland you may never otherwise see!

East Neuk Tour

Sunday 12 Noon - 15.00pm

This is a great way to view the fife coastline, described by James VI as "a beggars mantle trimmed with gold". The East Neuk comprises of a series of quaint old fishing villages and harbours. This tour takes you through these villages and following the coastal route ends up in St Andrews, the home of golf and Scotland's ancient seat of education and religion. There you have the opportunity to visit the old course and have a walk around the famous Cathedral ruins and Graveyard.

Shop and Tour of Edinburgh

Monday 8.30am - 17.00pm

A truly enjoyable tour of Scotland's Capital, visiting Arthur's Seat and Holyrood Palace and of course Edinburgh Castle which sits upon an impregnable volcanic crag reaching heights over 1000ft. With this wonderful city being so compact we are more than happy to leave you to your own devices and enjoy the Edinburgh experience. Whether strolling down the Royal Mile or Princes Street with the shops on one side and beautiful gardens on the other. Should you wish to visit the Royal Yacht Britannia or Rosslyn Chapel - the choice is yours.

Ghost and Torture Tour of Edinburgh

1½ hour, (Evenings only)

This Walking Tour takes place in Edinburgh starting on the Royal Mile. From there your guides will take you back into Edinburgh's grisly past and tell you about the characters that once stalked the very streets that they take you on. Then you will be taken underground to the city under the city where the very smell and surroundings of the legendary haunted vault and working Pagan Temple will haunt you forever.

(Why not combine these tours to give you a full day to spend enjoying Edinburgh, prices on request).

Stirling and Loch Lomond

Tuesday 8.30am - 17.30pm

This tour takes you to "Braveheart" country, home territory of Scottish heroes William Wallace, Robert the Bruce and Rob Roy McGregor. After a photo stop at the impressive 220 foot high Wallace Monument, you will have the opportunity to tour Stirling castle, childhood home of Mary Queen of Scots and soak up some of Scotlands richest history. We then take a scenic drive through the hills and glens of the Trossachs, Home of Rob Roy and Scotland's first national park before stopping for lunch and shopping in Aberfoyle at the Scottish Wool centre. After lunch we will head west to the "Bonny bonny banks of Loch Lomond", Scotland's, largest and most beautiful loch by far.

Glencoe and Loch Ness

Wednesday 8.00am - 19.30pm

What we would call "the big yin" truly the most of Scotland you can see in one day. The first stop of the day is at the beautiful Crieff visitor centre then onwards through the breathtaking Pass of Glencoe. The next stop is Fort William at the foot of Ben Nevis for lunch, then north through the Great Glen to Fort Augustus where we view the most mysterious loch in the world, Loch Ness. Who knows, you might get a photo of the elusive Nessie. Then back southwards through Monadhliath Moutains past Loch Laggan, (setting for TV's "Monarch of the Glen") making a short stop in Pitlochry before continuing home through some of Scotland's most dramatic scenery.

Perthshire, Pitlochry and Glamis Castle

Thursday 8.30am - 17.30pm (March - December)

This is a more relaxing tour, taking in some of Scotlands most inspiring scenery, finest whisky and one of our most beautiful castles. First stop is Dunkeld, with the chance to visit the 14th century Dunkeld Cathedral, then its on to the Edradour, Scotlands smallest, and arguably most beautiful distillery, nestled in a pocket glen in the hills above Pitlochry, after touring the distillery, including a sample of their "water of life" there will be time for lunch and shopping in the romantic Victorian town of Pitlochry before a scenic drive through "Birnam Wood", made famous in Shakespeares "Macbeth", to Glamis Castle, childhood home of the late Queen Mother, and birthplace of Princess Margaret.

Glamis Castle and gardens are like something out of a fairytale, a truly beautiful castle.

*** Please note: during winter months (Jan to Apr), Glamis Castle is closed and only open on request to groups of 10 or more, in the event of there not being sufficient numbers travelling on the tour we will allow more time in Pitlochry, with a chance to tour the "Heathergems Factory or Blair Athol Distillery, and a visit to the "Queens View", on Loch Tummel.*

Personal Tours

If you and your group would like to organise your own personal, bespoke tour, our vehicles and drivers can be booked out on either full or half day basis, where the vehicle is at your disposal.

For more information please contact:

George Brand on 01592 653678 • Mobile 07885 236289

