



Terms and Conditions of booking

1. Interpretation

- 1.1. 'We', 'us', 'our' refers to Rosie Oliver trading as Dotmaker Tours.
- 1.2. 'You' refers to persons wishing to book a Dotmaker Tour.

2. Scheduled (public) tour bookings

- 2.1. **Ticket prices** are as published on our website and linked booking sites at the time of booking.
- 2.2. **Payment** is through linked booking sites (currently, Eventbrite and Billetto).
- 2.3. **Cancellation Policy:** We can't offer refunds but given enough notice we may be able to offer a place on another walk.

3. Private Group Bookings: friends, family groups and club outings

- 3.1. **Tour fees** are as advertised on our website at the time of booking.
- 3.2. **Payment:** The tour fee is payable in advance by bank transfer or Paypal, or in cash on the day. Depending on the tour, we may ask for a small deposit.

3.3. Cancellations

- 3.3.1. If for any reason you need to cancel, please give us as much notice as possible. We will refund any deposit or pre-payment, less transaction fees provided you give us at least 24 hours notice.
- 3.3.2. We cannot offer refunds for bookings cancelled less than 24 hours before the start of the tour.
- 3.3.3. In the unlikely event that we need to cancel, we will refund any payments received in full immediately.

Rosie Oliver (trading as Dotmaker Tours)
Flat 4, 20 Liverpool Grove, London SE17 2PY

07985 464314
Email: mail@dotmakertours.co.uk
www.dotmakertours.co.uk

4. Private Group Bookings: corporates

4.1. **Tour fees:** We will provide a quote after an initial contact to find out what you are looking for from a tour.

4.2. **Payment:** We will invoice you and we can agree terms prior to booking. Depending on the tour, we may ask for a small deposit.

4.3. Cancellation

4.3.1. If for any reason you need to cancel, please give us as much notice as possible. We may be able to refund part or all of a deposit or pre-payment, less transaction fees.

4.3.2. We cannot offer refunds for bookings cancelled less than 48 hours before the start of the tour.

4.3.3. In the unlikely event that we need to cancel, we will refund any payments received in full immediately.

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