



Terms and Conditions

Please read the following terms and conditions carefully.

By purchasing tickets you will be deemed to have accepted the terms and conditions below.

Definitions

“We” and “us” means History Fare, or any appointed representative thereof. “Our” and “ours” are implied by extension.

“You” means you or any other person for whom you are purchasing a ticket, or anyone acting on your behalf. “Your” and “yours” are implied by extension.

“Tour” means the event or events for which you are purchasing a ticket, as described in the tour literature, at the time or times and on the date or dates you select.

“Ticket” means the rights of attendance and admission to the tour, in the form of an email delivered electronically.

“Guide” means our appointed representative who is conducting and delivering the tour.

“Seller” means our appointed representative who is responsible for checking tickets.

Sale of Tickets

You must be 18 years old or older to purchase tickets via this website.

Tickets are sold in the form of an email which contains the details of your purchase, and which is delivered electronically. Please note we do not send out physical tickets.

A request by you to purchase tickets is an offer made subject to these terms and conditions.

Acceptance by us of your offer shall be deemed to be effective when we have confirmed your order by delivering your ticket electronically via email.

It is your responsibility to ensure that you provide a valid email address for an email account you have access to, and to ensure that any spam or junk mail filters do not prevent delivery of emails from meltonhistoryfare@gmail.com.

If you have not received your ticket within 48 hours of purchasing, and have checked spam or junk mail folders, you should contact us.

Payment for the tickets can be made via the SumUp link in the confirmation email or in cash at the start of the tour.

Public Tours

Dates for Public Tours will be advertised on the HistoryFare social media platforms and these tours are open to anyone to register to take part.



Private Tours

HistoryFare also offers private tours. Individuals can request a private tour at a date/time agreed by both parties. The minimum number required will be 6 at a cost of £7.50 per person with payment in advance of the tour.

Gaining Admission to the Tour

The ticket is issued subject to these terms and conditions.

The tour will depart promptly at the scheduled departure time. You are advised to arrive at least ten minutes prior to this time, as the guide will not wait for you if you are late. (If you arrive late and the tour has departed and you are unable to join it, we may be able to reschedule your tour for another time — see Refunds and Cancellations.)

When you arrive, please present your ticket to the tour guide. You may present your ticket in the form of a printed-out paper copy, or on the screen of an electronic device; if the latter, please ensure that your device is charged, and that the ticket has not been deleted from the device (please note that some email applications automatically delete older emails).

During the Tour

When entering some buildings, you may be required to surrender proof of age or concessionary status, for the purpose of entry to such buildings only. We will return any such items immediately thereafter.

When the tour moves from one location to the next, you should ensure that you pay attention to the instructions of the guide. The guide will make reasonable efforts to ensure that you do not lose the tour, but this is ultimately your responsibility.

Is tipping included and if not, how much should I tip?

Tipping is an expected - though not compulsory - component of your tour program here in the United Kingdom, and an expression of satisfaction with the guide who has assisted you on your tour.

Tips are not included in the tour price however, it is customary to tip tour guides £2-£5 per tour, though the amount is always at your discretion.

Although it may not be customary to you, it is of considerable significance to the people who will take care of you during your travels. There are several times during the trip where there is opportunity to tip the local guides. You may do this individually, or your guide will offer to collect the money and tip as a group.

Disabled Access

Access to some parts of the tour may involve climbing stairs where (due to the age of the buildings) there is no other means of access. If you are unable to climb stairs



unassisted, you may have to miss these parts of the tour. Giving or receiving such assistance is at your own risk. The guide cannot provide such assistance.

The majority of the tour will be at ground level, but involves moving at a moderate walking pace over short distances. You must be sufficiently mobile to achieve this.

Proof of Age or Concessionary Status

Where tickets have been purchased at a concessionary rate, you may be requested to provide proof of concessionary status. We will accept the following:

- For children
 - A valid individual passport, or a valid proof of age card with photo and date of birth issued by a recognized organization (e.g. Pass, CitizenCard, government body, travel company);
- For students
 - A valid student union card, or a valid identity card issued by an education establishment;
- For seniors
 - A valid passport or driving licence.

Photography, Video and Audio Recording

Photographs, videos and audio recordings you take during the tour may only be used for personal, private, non-commercial purposes. They can be shared on social media (e.g Facebook, Twitter, Instagram) on the proviso that History Fare is tagged in the post

Please note that the content of the tour is subject to copyright.

Some places visited on the tour may have additional restrictions which you must observe.

Payments, Refunds and Cancellations

Melton Mowbray Tours

As you are purchasing tickets for a HistoryFare 'public tour' of Melton Mowbray, we are not obliged to provide a refund in the event of cancellation on your part.

However, we know that plans can sometimes change and that's why we offer a generous cancellation policy. If you cancel your booking for a Melton Mowbray tour, up to 24 hours in advance of the tour date, you will receive a full refund or a voucher for a future tour.

Alternatively, we can transfer your ticket(s) another person, provided you advise us before the tour starts.

Group Tours/Battlefield Tours

A non-refundable deposit of 25% is required upon booking your tour.

The payment of the balance will be payable 8-weeks prior to the commencement date of your tour.



Failure to pay the balance by the due date (8 weeks prior to the commencement date of your tour) will result in the cancellation of your booking.

If you are making a booking less than 8 weeks prior to the commencement of your tour, payment in full is required.

After your payment has been made, if you cancel your tour for any reason, you will be entitled to a refund as follows :-

Weeks Before Departure — Refund due

More than 8 weeks — Total minus deposit.

4 to 8 weeks — 60% of the balance.

2 to 4 weeks — 30% of the balance.

0 to 2 weeks — NIL% of the balance.

The decrease in the amount of refund made is reflected in the level of expenses incurred by us in relation to the organisation of your tour and associated costs.

Should we have to cancel your tour for any reason you will be advised at the earliest opportunity. You will be offered alternative dates for your tour, but should that not be acceptable you will be entitled to a full refund.

Nuisances

We reserve the right to refuse attendance and admission to the tour in reasonable circumstances or to request you to leave the tour, and to take appropriate action to enforce this right.

Loss, Damage, Injury, Death

We cannot be held responsible for the loss of or damage to your personal property during the tour. Please keep your belongings with you at all times.

We shall not be responsible for any death or personal injury during the tour, howsoever caused, save where caused by our negligence or for any other matter for which it would be illegal for us to limit, or attempt to limit, our liability.

For example, when the guide crosses a road it does not necessarily mean it is safe for you to do so and you should take all precautions that you would normally.

In the event that a tour has to be cancelled or abandoned part way through, we will not be liable for any accommodation, travel or other costs you incur.

In no circumstance shall we be liable for any indirect, special or consequential loss, including but not limited to loss of profit, data, revenue, business opportunity, anticipated savings, goodwill or reputation whether in contract, tort or otherwise arising out of or in connection with this agreement or purchases made through this website, save where such liability cannot be excluded by law.

In any case, our liability to you is limited to the purchase price of the tickets you have purchased.



Third Party Websites

We may provide links on our website to the websites of other companies or organisations, whether affiliated with us or not. We cannot accept any liability for tickets you purchase from companies or organizations to whose website we have provided a link on our website.

Privacy

Your personal information will be held on secure servers. We will use your personal information only for the purposes of providing the tour to you, and will not divulge it to any third party, save as required to our contracted service providers for the necessary operation of this website (e.g. payment processing). We will not store your payment card details.

General

Section headings are for reference and ease of reading only and do not form part of these terms and conditions.

If any provision of any of these terms and conditions is held to be unlawful, invalid or unenforceable, that provision shall be deemed severed and the validity and enforceability of the remaining provisions of the terms and conditions shall not be affected.

We may modify any of these terms and conditions at any time by providing the modified terms each time you make a purchase; therefore you should check these terms each time you make a purchase.

All disclaimers, indemnities and exclusions in these terms and conditions shall survive termination of the agreement between you and us for any reason.

English Law governs these terms and conditions, and each party submits to the exclusive jurisdiction of the English courts.

Neither party shall be liable to the other to the extent that any liability relates to an event over which that party has no control.

The parties shall not assign this agreement to any other party without the other's consent.

No part of this agreement is enforceable by anyone who is not a party to it, pursuant to the Contracts (Rights of Third Parties) Act 1999.

These terms do not affect your statutory rights as a consumer.

Contacting Us

Our full contact details can be found by clicking on "Contact" on this website.