

Conditions of Carriage

Bookings

The Company operates an electronic reservation system. Upon payment, confirmations are issued by email which may or may not be printed by the passenger. A printed ticket is not required however we will need to see a booking confirmation (be it on your phone/tablet or printed) so we can scan your unique QR code and check you in.

Payments Method

Online payments are processed through WorldPay, the following card types are accepted: Visa, MasterCard, Maestro, JCB.



Privacy Policy

We do not store credit card details nor do we share financial details with any 3rd parties.

Boarding times

Passengers should present themselves at our start point (location will be provided in booking confirmation email) no less than 10 minutes before the advertised departure time for the trip.

Cancellation

Cancellations made at least 30 days before the departure date will be entitled to a 100% refund. Should you wish to cancel after this period we will make your seat(s) available and will only issue a refund of 100% of your seat(s) if they are re-sold.

Cancellations must be notified by [e-mail](#). If you did not book direct with us then please cancel with your booking agent.

Passengers travelling to Guernsey on Cruise Ships will be given a 75% refund if their ship fails to dock, this does not however cover late tender arrivals. To qualify for this refund we must be notified on your booking form of the Ship you will be arriving on.

Accessibility

Unfortunately our vehicle is not suitable for wheelchair users.

No-shows

No refund will be made to passengers who do not present themselves at the departure point in time to board the trip they have booked.

Special offers and promotions

Fare offers and promotions are not retrospective. Bookings made before the commencement of an offer or promotion are charged at the price prevailing at the time of booking.

Changes

If you wish to change your booking, every effort will be made to find you a suitable alternative trip of the same value. If no suitable alternative is available, then the cancellation policy will apply. Changes must be notified by [e-mail](#). If you did not book direct with Tour Guernsey then please make changes with the booking agent. All changes will remain entirely at the discretion of the management.

Weather

In the event that weather conditions on the route are likely to make the passage dangerous or unreasonably uncomfortable the Company reserves the right to cancel the trip or change the route. If the trip has to be cancelled, passengers will be offered a full refund or an alternative booking.

Refusal of Carriage

The Company reserves the right to deny carriage to any passenger whose mental or physical state, or impairment from alcohol or drugs, may present a risk to himself, other passengers or the safe operation of the vehicle - The Driver's decision is final.

No refund is made in cases of refusal of carriage.

We reserve the right to cancel any tour at any time with a full refund. In the unlikely event of us being unable to complete the tour you will receive a full refund.

Disputes

Any disputes will be settled in Guernsey Court under Guernsey Law