

CANCELLATIONS

Terms & Conditions

By purchasing tickets and/or participating on the tours conducted by Kelham Island Food Tours, you have read, understood and agreed to Kelham Island Food Tours' Terms & Conditions.

Cancellation Policy

All tickets sold are non-refundable as your space is guaranteed on the tour. If given advance notice of at least 14 working days, we can offer alternative days to transfer your tickets to, depending on availability, but this is at the discretion of Kelham Island Food Tours.

We reserve the right to cancel a tour if the 4-person minimum guest number is not met (this rarely happens). You will be advised a few days before and a full refund or transfer will be offered.

Last-minute guest cancellation due to illness

We run small tours of 10 people to ensure the guests receive the best experience. When a guest books a tour, one of these 10 spaces is reserved for them. We often receive requests to transfer places a day or so before the tour due to illness. We did this for Covid and it became an unviable business model that we could not sustain. So, we cannot offer last-minute transfers anymore due to illness as we cannot fill the places in time (we need at least 14 days).

For those guests who are ill, we suggest you sell your places or give them away - like you might a concert or show ticket where you would not get a transfer either. To make our small business viable, we must operate in a similar way to a concert or theatre. If you cannot sell your ticket or give them away, we will offer you a 50% refund or credit, so we share the loss.

Booking Errors

If you have purchased extra tickets by mistake, please notify us within 24 hours of the purchased ticket to qualify for a refund.

Leaving a tour that has commenced

If you choose to leave a tour that has commenced for any reason, including bad weather, and it has not been cancelled by Kelham Island Food Tours, no refund will be made. If for whatever reason the tour is cut short due to illness of a guest or accident. Refunds will be assessed on a case-by-case basis but are not guaranteed.

Kelham Island Food Tours reserves the right to cancel a tour if the weather conditions are deemed dangerous (snow/icy pavements)

Arrival:

Please report to your guide at the designated meeting area, where you will be checked-in to the tour. Please arrive 5 minutes prior to the tour start date. We will leave on-time as a courtesy those who have arrived on time and because we follow a tight schedule. Kelham Island Food Tours cannot be held responsible for any delays, including traffic problems and train delays. You may contact the tour guide and meet them en-route where possible but there will be no part-refund for any missed part of the tour.

Dietary requirements, allergies or intolerances

Please inform us when you book of any dietary requirements and allergies. We cannot accommodate them on the day of the tour.

We will make checks for you where appropriate but cannot guarantee samples have not come into contact with said allergens.

We can cater for vegetarians and vegans and gluten-free diets (although gluten-free options offered can be less interesting).

Kelham Island Food Tours is not responsible for the foods or beverages consumed on its tours.

Weather Conditions:

Please check the weather and come suitably dressed. We would advise you bring an umbrella!

We do not usually cancel tours due to adverse weather conditions although reserve the right to do so if pavements are icy or we deem it dangerous. All guests will be notified on the morning of the tour and in advance on the start date if this does happen.

Health & Safety of Tour Customers:

You – the tour customer – are responsible for your own safety during the tour. Tour customers must take responsibility for themselves and exercise all due caution. Tour customers must exercise all due caution when crossing roads and walking safely at all times during the tour.

Kelham Island Food Tours acts solely as agent in arranging tours, venue visits and other services and does not assume liability for accidents, delays, injuries, loss or damage due to any act or default of any company, organisation or person engaged in transporting passengers, rendering service, or carrying out arrangements for any tour or by the act of default of any restaurant or shop or its employees.

Indemnity: Kelham Island Food Tours may hold you liable for any loss, expenses (including but not limited to reasonable legal costs and disbursements), losses and damages arising from or incurred by reason of any claims, demands, actions that arise as a result of your breach of these terms and conditions. This indemnity shall not apply to the extent any such claim or demand or action arises as a result of the Company's breach of these terms and conditions.

Applicable Law: These terms and conditions shall be governed by and construed in accordance with the laws of England. Any disputes relating to your access to and use of the Site shall be determined by the English courts. You are responsible for compliance with any applicable laws of the country from which you are accessing the Site. Please contact us at cheers@kelhamislandfoodtours.co.uk with any questions