

TOUVENIR

Terms & Conditions

Cancellation Policy

Cancellation by the booker

Experiences can be cancelled up to 48 hours beforehand and a 100% refund will be given minus transaction fees.

Cancellation by Touvenir

We offer 100% refunds under the following circumstances:

- The experience is cancelled by Touvenir
- The experience is rescheduled by Touvenir

Liability Disclaimer

No matter what activity in life there is always an element of risk. Before attending any of our experiences you need to be reasonably fit and be prepared to be responsible for your own safety. Appropriate clothing and footwear should be worn.

Please check if there is any activity you are unable to do i.e., steps or stairs and if they are part of the experience. Sometimes there is a flat option, but sometimes there is not. Duration is another factor to consider; most of our experiences take 1 to 3 hours. Are you comfortable with activities of that duration? If you have a concern, please contact us before the day of the experience.

We stick to footpaths and use pedestrian crossings where available.

If you have any pre-existing medical conditions, or injuries that may affect your walking, please let the organisers know before the start of the experience. If you feel unwell during an experience, please let your guide know.

Touvenir accepts no responsibility or liability for any loss or injury. You agree that you are participating in the experience at your own risk. Touvenir does not accept any liability under any circumstances for any matter arising out of your participation; other than for matters for which we are not legally able to exclude or limit liability.