



## **Royal Windsor Tours A Walk in Eton, The Military History Walk, Victoria 200 and The Boxing Day Walk General Information and Service Terms and Conditions**

### **1. Definitions**

**1.1 'Royal Windsor Tours', 'our', 'we', 'us' means Royal Windsor Tours Ltd a company registered in the UK on the 29<sup>th</sup> March 2018 as a limited company.**

**1.2 'you' 'your' means the ticket user.**

**1.3 'ticket' is a printed copy generated by our Box Office Provider, either in print or an e-ticket sent to your device. Each ticket has a unique reference number.**

**1.4 All tickets are sold subject to availability and to these Terms and Conditions. You should read them carefully prior to any purchase. A valid ticket must be produced to take part in the A Walk in Eton, The Military History Walk, Victoria 200 and The Boxing Day Walk. Removing any part of, altering or defacing the ticket may invalidate Your ticket.**

**1.5 It is Your responsibility to check Your ticket(s) Please check your ticket(s) on receipt carefully and the Windsor Information Centre immediately if there is a mistake.**

**1.6 We will not be responsible for any ticket that is lost, stolen or destroyed. Any queries regarding tickets purchased from the Windsor Information Centre, must be directed back to them.**

**1.7 Where a concession is claimed, proof of identity and concession entitlement (for example, of age, Veterans ID or Advantage Card) may be required.**

**1.8 Possession of a ticket does not confer any rights (by implication or otherwise) on you to use, alter, copy or otherwise deal with any of the symbols, trade marks, logos and/or intellectual property appearing on the ticket.**

**1.9 Tickets cannot be used for advertising, promotions, contests or raffles, unless formal written permission is given by Royal Windsor Tours Ltd.**

**1.10 If you are late for your walk we will try and fit you in to the next walk that day or later. There are no refunds for being late. Please contact us to reschedule. Please consult our website for timings and for terms and conditions.**

### **2. Service**

**Thank you for purchasing your ticket for the A Walk in Eton, The Military History Walk, Victoria 200 and The Boxing Day Walk, hosted by Royal Windsor Tours. We hope you enjoy this unique opportunity to be accompanied and led by an Ex-Guardsman that has served Her Majesty The Queen.**

**Changes to the Service and decisions to change or cancel a walk are the responsibility of Royal Windsor Tours. Royal Windsor Tours reserves the right to make alterations to the published programme where reasonably necessary.**

**Force Majeure - Royal Windsor Tours accepts no responsibility for any circumstance beyond our control that may lead to a loss of service through Force Majeure. Such as a war, strike, riot, crime, or an event described by the legal term act of god.**

### **3. Confidentiality**

**As Ex-Soldiers we cannot tell you about what goes on behind the scenes in the Royal families lives. Nor can we tell you military secrets, troop movements, sizes, nor emergency plans. We are bound to uphold the security and the already strong branding and integrity, that already exists in the Royal Family and the British Army.**

#### **4. Access**

**4.1 A Walk in Eton, The Military History Walk, Victoria 200 and The Boxing Day Walk does not include access to Windsor Castle or indeed any other attraction. It is purely to attend A Walk in Eton, The Military History Walk, Victoria 200 and The Boxing Day Walk as a visitor.**

#### **5. Duration and Distance of Walk**

**5.1 Walks are an hour to one hour and thirty minutes. They range approximately 1300 meters (8/10th of a mile) in length to 2 miles.**

**5.2 You need to be on time for your walk. If you are late we will try and fit you in to a later walk in the day or next day, or even later in the year. But there are no refunds for being late.**

#### **6. Further Terms and Conditions**

**6.1 When you purchase a ticket you are accepting our terms & conditions and general information. You will pay the full amount for your ticket. Group tickets can be purchased by one person to a maximum of a limit of seven. You must be over the age of eighteen years old to make a purchase.**

**6.2 Assemble on the corner of the Harte and Garter Hotel by the black information kiosk. The Royal Windsor Tour Walk Leader will be there to check your ticket. Please be on time for your walk. The Walk will not wait, you may want to attend on the next available walk, or catch up with the walk at another point. Please check the route of the walk on our website. Check with the Windsor Information Centre or through our website for additional times during the day.**

**6.3 Royal Windsor Tours accept no responsibility for your physical health, each visitor should have their own private health insurance/health card (if from outside of the UK). Take care where you place your feet as Windsor is built on a hill. Royal Windsor Tours accept no responsibility for the choice of route, the navigating of pavements or obstructions that may lead to accident or injury. You should be physically fit to do this walk. Visitors with foot injuries or visitors who have a walking disability should decline from this walk unless physically able to do so.**

#### **7. Weather**

**7.1 Royal Windsor Tours accept no responsibility for the weather, please come prepared with an umbrella or rain cape. This is England.**

**7.2 Royal Windsor Tours takes no responsibilities for any damage caused to any personal property by inclement weather during the walk.**

#### **8. Personal Possessions**

**8.1 Royal Windsor Tours takes no responsibilities for any loss or damage to any personal property.**

#### **9. Historical Integrity**

**9.1 Royal Windsor Walk Leaders are not accredited tour guides (Blue Badge). There is no legal requirement to do so. We are firstly ex-soldiers and our strength lies in the knowledge and experience we have as soldiers for Her Majesty The Queen. We endeavor to present accurate history, however that may differ according to one interpretation to another. We believe it is better to hold our peace than to fight for the right to be right. We endeavor to be as accurate as we can and where mistakes are made we seek to clarify. It should be noted that some veterans working with us are in their nineties and their recollection and ability to remember accurately and to portray events of history may not be accurate in word but accurate in the spirit of their experience. Our main emphasis is in the experience that we have. Details can be misplaced in the memory of our staff and veterans.**

#### **10. Reviews**

**10.1 Many people who visit Windsor return again so we want to remain connected with our visitors and friends. It is good to be part of something and to feel a belonging. We want to make friends.**

**11.1 We do ask for reviews to go on to our Facebook Page at**

<https://www.facebook.com/militaryhistorywalk> Reviews can be sent by email: Send to [mhw@royalwindsortours.com](mailto:mhw@royalwindsortours.com) and put REVIEW in the subject line. Please note any reviews sent to us may be used in our publicity. If you do not want your name or location mentioned please state. Images also that are sent to us may be used in our publicity.

## 11. Criticism and Complaints

11.1 You can leave criticism on our feedback page on our website, please refrain from angry criticism. We ask politely for criticism to be sent directly to us and not to be slated on any independent website. We ask this so we can learn and grow in our presentation and so make this walk one of the most interesting assets of Windsor.

11.2 If you do have a complaint regarding your walk, please inform the Royal Windsor Walk Leader or The Walk Manager as soon as possible. We will try and rectify the problem as soon as possible. However, if the problem or complaint is not resolved to your satisfaction, you should write to us within 28 days.

11.3 Complaints can be sent by either - By Email: Send to [mhw@royalWindsortours.com](mailto:mhw@royalWindsortours.com) and put A/O WALK MANAGER in the subject line.

You can also address your complaints in writing to Mr P McNeill, Royal Windsor Tours, 3 Ellison House, Victoria St, Windsor, SL4 1EW.

Your name, address and email

Date of purchase of ticket

Method of payment

Date of walk

Reference number

Any other details

Complaint

## 12. Abuse

12.1 The Management of Royal Windsor Tours will not accept or tolerate abuse to any of our Staff or veterans who work with us. Where appropriate we will keep a record of discrimination issues that may be illegal and where the law is broken - seek damages and or prosecution through criminal or civil law court.

12.3 Royal Windsor Tours will not tolerate unruly abusive behavior. People who act like this can be dismissed from the walk after a warning has been given. There will be no refund.

## 13. Cancellations.

13.1 Cancellations made more than 7 days prior to a walk – all money refunded (less administration charge).

13.2 Cancellations made more than 2 days prior to a walk – 50% of money refunded (less administration charge).

13.3 48 Hours prior to the event no refund.

13.4 You must contact us by phone or email [mhw@royalWindsortours.com](mailto:mhw@royalWindsortours.com)

## 14. Refunds

14.1 Royal Windsor Tours Refund Policy stipulates the following criteria must be met.

14.2 You must have a receipt of the transaction by either E-Ticket or a printed Ticket.

14.3 Only the person who purchased the ticket can apply for a refund.

14.4 If you are part of a group booking only the person who purchased the ticket can apply for a refund on your behalf.

There are no deposits on any of our Walks. You must buy a full priced ticket.

## Refund Process

14.5 Your refund may take several weeks to process. We will notify you about how your refund request is progressing.

14.6 You must write and request a refund by either email or in writing in person to Royal Windsor Tours. By Email: send to [mhw@royalWindsortours.com](mailto:mhw@royalWindsortours.com) and put REFUND in the subject line. By Post: send to Mr P McNeill, Royal Windsor Tours, 3 Ellison House, Victoria

**St, Windsor, SL4 1EW**

**Your name, address and email**

**Date of purchase of ticket**

**Method of payment**

**Date of walk**

**Reference number**

**Any other details**

**Complaint**

#### **15. Data Management**

**15.1** When purchasing a ticket Royal Windsor Tours hold the following data - your name, address, email address and contact number. This is held on our system for five years. We do not hold any other details about your purchase. Please read our Privacy policy for details.

#### **16. Website and Ticket and Times Accuracy**

**16.1** This is set on April 10th 2018 as being accurate. We will endeavor to bring our system up to date as soon as a problem is noted.

#### **17. Advantage Card Discount**

**17.1** Discounts on the RBWM Advantage Card Holders Scheme is a discount for the Card Holder only and not for a group that may be together.

**17.2** Where a concession is claimed, proof of identity and concession entitlement (for example Advantage Card) may be required.

#### **18. Law**

**18.1** These conditions and all other express and implied terms of the contract shall be governed and construed in accordance with the Laws of England and Wales.