



DERWENT VALLEY TOURS LTD - TERMS AND CONDITIONS

Booking Process

Bookings can be made via our website at www.derwentvalleytours.co.uk, by telephone on 01629 823256 (Option 0) ,or in person at Cromford Mills or at Strutt's North Mill, Belper . When you receive your booking confirmation you are entering a binding contract & in turn agreeing to our terms & conditions.

Payment Terms

All scheduled tours must be paid in full prior to departure by either credit/debit card (via the phone/website), or directly at Cromford Mills or Strutt's North Mill, Belper

Missed Departures

Daily tours depart at set times which are stated on your booking confirmation. If you are not ready for your allotted departure time and location, we cannot wait as this will affect the tour and the enjoyment of other passengers. A missed departure or no-show tickets will not be refunded.

Tour Routes and destinations

In the event of severe weather, Covid restrictions, traffic congestion or for operational reasons we reserve the right to alter tour routes and destinations without notice.

Cancelled Tours

Please be aware that our tours maybe cancelled due to severe weather or new Covid restrictions. In this situation you are entitled to a full refund.

Children

We regret to inform you that all of our scheduled tours are unsuitable for children under 5 years of age. Children age 6 – 16 years are welcome onboard but must be accompanied by an adult.

Covid

You must not join the tour if you have either symptoms that might be Covid or have been told to self-isolate. In these situations you will be entitled to a full refund.

Refund policy

The scheduled day tours can be cancelled by you up to 24 hours prior to your tour date to receive a full refund. After 24 hours no refund will be processed unless you can provide evidence that within that period you were prevented from joining the tour due to receiving a positive Covid test or have Covid symptoms . To cancel a tour please email events@arkwrightsociety.org , if the cancellation is within 24 hours please call the office on 01629 823256. If the booking was made by a third party or online travel agent, you must contact them directly to cancel as they have their own terms.

Lost Property

Derwent Valley Tours are not responsible for any items of property left on our vehicles. Please do not ask the driver/tour managers to take care of your property whilst you are away from the minibus. For items that are left on the minibus at the end of the day, if found and claimed, we are happy to return them at customer's expense. Please note any unclaimed items will be disposed of after 3 months.

Third Parties

We include several attractions in our tours; however, these are operated by third parties and therefore we are not liable for any damages, loss or closures to do with these third parties.

Complaints

We actively welcome your feedback, both in respect of our own services and those provided by other suppliers. In the event that you have any complaint during the course of your tour please bring this to our attention as soon as possible and we will do our best to resolve the issue.

Animals

No animals, other than guide dogs, are permitted on the vehicle.

Breakdown & delays

Return times are approximate. Derwent Valley Tours do not guarantee to arrive at a specific time, therefore are not liable for loss of convenience caused by a delay or breakdown.

Disabilities

We regret our vehicles are not yet wheelchair accessible. For any special requests please contact our team and we will do our best to accommodate you. In order to take part in these tours you will need to get in and out of the minibus, climb steps and walk on uneven paths and up and down slopes unaided.

Health and safety

You must comply with any health and safety instructions given to you by our tour managers, vehicle drivers and staff at attractions and sites visited. Derwent Valley Tours will not be liable if an incident occurs where an instruction has not been complied with.

Smoking

Smoking is not permitted on the minibus, or within any building at any of the sites visited.

Alcohol

Alcohol may not be consumed on the minibus.

Dress

You are advised to wear or carry suitable clothing for the weather on the day of the tour, this should include sun and rain protection and footwear suitable for short walks over rough uneven and unpaved paths. Derwent Valley Tours will not take responsibility for any problems that may arise if this advice is ignored.