

Hebridean Adventures Ltd/Foyers Pier Ltd

Terms & Conditions

These Terms and Conditions set out the basis on which we (“Hebridean Adventures Ltd”) and (“Foyers Pier Ltd”) and you (the “Passenger”) agree to conduct all business. For the avoidance of doubt, these Terms and Conditions apply to all bookings, and to all individual Passengers within each booking.

Hebridean Adventures Ltd & Foyers Pier Ltd undertake to deal with all Passengers in a courteous and friendly manner and will endeavour to answer all questions and queries before, during or after the trip. Passenger safety and comfort are paramount to Hebridean Adventures Ltd & Foyers Pier Ltd, and all reasonable steps will be taken to ensure these commitments are met.

All Passengers undertake the trip at entirely their own risk. Hebridean Adventures Ltd nor Foyers Pier Ltd cannot be held responsible (save where prescribed by statute) for any injuries, illness, loss of property, theft or damage occurring during a trip, whilst on any of the islands you may be landed on, or travelling to or from the sailing departure point. Please note that we will not return to shore unless a serious medical emergency occurs.

During any given trip, all decisions regarding the running of the vessel and the safety of Passengers are taken by the vessel skipper. The skipper’s decision is final in all matters, including for the avoidance of doubt, any decisions as to the suitability of the weather and / or sea conditions to enable any sailing to go ahead, and the Passengers suitability for landing safely.

Safety is paramount at all times whilst at sea or on other water. Hebridean Adventures Ltd & Foyers Pier Ltd require all Passengers to wear a life jacket, (which is supplied) at all times whilst on the deck of the vessel and conduct themselves in a manner which does not unduly endanger themselves or others.

Due to the ecological fragility of the islands we may visit, Passengers are reminded that animals are strictly forbidden and visitors must depart the islands as they find them, taking nothing and leaving nothing.

Unfortunately, no guarantees can be made regarding the likelihood of seeing particular wildlife on any given trip. Hebridean Adventures Ltd can advise on the best times to spot the various species but this is for information only.

Departure times are as stated for your chosen trip, however, all other timings for the duration of your trip are approximate and very occasionally, can be slightly later than stated. Hebridean Adventures Ltd nor Foyers Pier Ltd cannot be held responsible for any additional costs incurred or inconvenience caused due to timings not running as stated.

All trips with Hebridean Adventures Ltd and Foyers Pier Ltd are subject to there being suitable weather conditions to make it safe to undertake, and as such, some trips may have to be cancelled at short notice. Hebridean Adventures Ltd & Foyers Pier Ltd will notify Passengers the day prior to the first day of their booking on the supplied contact numbers, about the likelihood of their booked trip not taking place (this is for day trips only). If we have been unable to do this it is the Passenger’s responsibility to contact Hebridean

Adventures Ltd or Foyers Pier Ltd (depending upon trip booked) to find out if their booked trip is going ahead.

Trip Cancellation by Hebridean Adventures Ltd/Foyers Pier Ltd

Unfortunately, no guarantees can be made regarding the date, the weather and the likelihood of a trip going ahead. Hebridean Adventures Ltd nor Foyers Pier Ltd cannot be held responsible for costs incurred for a cancelled trip but will always endeavour to make planned trips where possible and safe to do so. In the event of a trip being cancelled due to weather conditions or other factors beyond our reasonable control, Hebridean Adventures Ltd and Foyers Pier Ltd will endeavour to accommodate Passengers on another trip. Where this is not possible, payments made by Passenger will be refunded in full within 10 business days.

In the unlikely event that sufficient Passenger numbers to run a trip are not met, minimum of 8 for Wildlife Cruises and Loch Cruises, Hebridean Adventures Ltd and Foyers Pier Ltd reserve the right to cancel the trip and will not be liable for any loss incurred by the customer. In this instance, Hebridean Adventures Ltd and Foyers Pier Ltd will endeavour to accommodate Passengers on another trip, if this is not possible for either party, Payments that may have been paid by the customer will be returned in full within 10 business days. This is extremely unlikely during the summer months and notice will be given to this effect.

Trip Cancellation by Passenger

If a short, half day or full day trip is cancelled by a Passenger, out with a 14 day period of their booked trip, payments will be refunded less an administration fee of £10 per Passenger for Hebridean Adventures and an administrative fee of £5 per passenger for Foyers Pier Ltd. If a short, half day or full day trip is cancelled by a Passenger within a 14 day period of their booked trip, a Passenger fails to show up, or their booked trip is missed in any way, payments are non-refundable. In certain circumstances where Hebridean Adventures Ltd or Foyers Pier Ltd have sufficient notice to successfully resell cancelled places, payments will be refunded less an administration fee of £10/£5 per Passenger, this is at the discretion of Hebridean Adventures Ltd and Foyers Pier Ltd

In the case of a 'whole boat charter' booking and for Weekend/on-board residential trips, if the booking is cancelled more than 30 days before the trip, the deposit is refunded less a cancellation fee of £100. If it is cancelled less than 30 days before the trip is due to take place, the deposit is non-refundable.

Hebridean Adventures Ltd and Foyers Pier Ltd recommend that all Passengers take out travel insurance to cover any losses that they may incur.