



Terms and Conditions

These terms apply to all bookings made on or after 4 October 2026.

Please read these terms before booking, in particular our 48-hour cancellation policy (section 4) and your responsibilities when taking part (sections 6 and 7).

1. About us and these terms

1.1 Chilterns Walking Tours is a trading name of Trails and Tales Limited, a company registered in England and Wales, company number 16613881, registered office 43 Manor Close, Stoke Hammond, Milton Keynes, Buckinghamshire, MK17 9DJ ("we", "us", "our").

1.2 These terms apply to every tour, walk, guided day and related service we provide (a "Tour"). They form the contract between us and the person or business that books ("you"). Where a booking is made for other people, "Guests" means everyone taking part.

1.3 If you book through a travel company, tour operator or agent (a "Partner"), section 11 also applies.

1.4 By confirming a booking, you accept these terms on behalf of yourself and all Guests in your party. Please make sure every Guest has read them, particularly sections 6 and 7.

2. Bookings and confirmation

2.1 A booking is confirmed only when we confirm it in writing (email is fine). We will make these terms available to you before or at the time of confirmation. Our written confirmation, together with these terms, forms the contract.

2.2 Itineraries, timings and routes in our brochures, proposals and emails are samples and guides. The details of the day may be adjusted as set out in section 5.

2.3 When booking, you must give us accurate information about the number and ages of Guests, pickup location, and any medical conditions, mobility limits, allergies or other needs relevant to the Tour (see section 6).

3. Prices and payment

3.1 Prices are fixed per private group, as shown in our current rate sheet or written quotation. They include only what is stated. Meals, refreshments, attraction entry and purchases are not included unless we say so in writing. Where VAT is chargeable, it will be stated in the quotation or invoice.

3.2 Unless otherwise agreed in writing, payment is due within 14 days of our invoice and in any case before the Tour date. Bookings made less than 14 days before the Tour must be paid in full on booking.

3.3 Prices are in pounds sterling. Any bank or transfer charges are payable by you.

3.4 If payment has not been received by the Tour date, we may cancel the booking and treat it as a cancellation by you.

3.5 For business customers, we may charge interest on late payments under the Late Payment of Commercial Debts (Interest) Act 1998.

4. Cancellation and changes by you

4.1 Free cancellation up to 48 hours before. You may cancel free of charge by telling us in writing at least 48 hours before the Tour's scheduled start time. We will refund anything you have paid within 14 days.

4.2 Late cancellation and no-shows. If you cancel less than 48 hours before the start time, or Guests do not arrive, the full Tour price is payable. However, we will take reasonable steps to reduce our loss and will give credit for any material costs that we avoid or recover as a result of the cancellation.

4.3 Third-party costs. Where we pay for something specifically for your booking at your request (for example minibus hire, pre-paid tickets or restaurant deposits), and we have told you in advance that it is non-refundable, that cost is payable even if you cancel more than 48 hours before.

4.4 Changes. We will try to accommodate changes to date, time, numbers or itinerary, but cannot guarantee them. A change made less than 48 hours before the Tour is treated as a cancellation if we cannot accommodate it.

4.5 Late arrival and reduced numbers. If Guests arrive late, the Tour may be shortened and will still finish at the agreed time. No refund is given for late arrival, fewer Guests than booked, or any part of a Tour a Guest chooses not to take part in.

4.6 No 14-day cooling-off period. Tours are leisure services for a specific date, so the statutory 14-day right to cancel under the Consumer Contracts Regulations 2013 does not apply. Your cancellation rights are those in this section.

5. Cancellation and changes by us

5.1 Guide's discretion on the day. Safety comes first. Your guide may change the route, shorten a walk, reorder stops, substitute a similar stop or replace walking with a driven or indoor alternative because of weather, ground conditions, livestock, closures, the group's pace or fitness, or any other safety reason. Such changes do not entitle you to a refund.

5.2 If we have to cancel. If we cancel a Tour before it starts (for example because of severe weather warnings, guide illness or an emergency), we will offer an alternative date or a full refund of what you have paid to us, at your choice.

5.3 If a Tour is cut short. If we have to end a Tour early for reasons within our control, we will refund a fair proportion of the price. No refund is due if the Tour ends early because of a Guest's conduct, health or failure to follow instructions (see section 6).

5.4 Other costs. Our liability for a cancellation or change is limited to refunding what you paid us, except where the law provides otherwise. We are not responsible for other costs such as hotels, travel, drivers, restaurant bookings or tickets arranged by you or a Partner.

5.5 Substitute guides. Where reasonably necessary, we may appoint a suitably experienced freelance or substitute guide to deliver the Tour. Unless we tell you otherwise in writing, your contract remains with us and we remain responsible for delivering the Tour in accordance with these terms.

6. Your health, fitness and personal responsibility

6.1 Taking part is your choice. Each Guest is responsible for deciding whether they are fit and well enough to take part, and for their own conduct throughout the Tour. This does not reduce our own duty to exercise reasonable care and skill.

6.2 Tell us in advance. You must tell us before the Tour about any medical condition, injury, pregnancy, mobility limit, allergy or other factor that may affect a Guest's ability to take part safely. Guests with a condition requiring medication (for example an inhaler or adrenaline pen) must carry it with them.

6.3 Clothing and equipment. Guests must wear footwear and clothing suitable for countryside walking and the weather, and bring any water, food, sun protection and waterproofs they need. Our guidance on what to bring is advice only.

6.4 Follow the guide's instructions. Guests must follow reasonable instructions from the guide, stay with the group unless agreed otherwise, and follow the Countryside Code, including around livestock, farm machinery, roads and water.

6. Your health, fitness and personal responsibility (continued)

6.5 Right to refuse or end participation. The guide may refuse to start, or end, a Tour for any Guest who appears unfit, unwell, unsuitably equipped, under the influence of alcohol or drugs, or whose behaviour puts themselves or others at risk. No refund is due in these cases.

6.6 Children. Guests under 18 must be accompanied and supervised at all times by a responsible adult from their party, who remains responsible for them.

6.7 Alcohol. Guests who drink alcohol during a Tour (for example with lunch) do so at their own risk and must remain fit to continue safely.

6.8 Belongings. Guests are responsible for their own belongings, including anything left in a vehicle. We are not liable for loss or damage to personal property unless caused by our negligence.

6.9 Dogs. Dogs may join only with our prior agreement, must be kept under control and on a lead near livestock, and remain their owner's responsibility.

7. Risks of countryside activities

7.1 Walking and touring in the countryside carries risks that cannot be removed entirely, even with care. These include uneven, steep, wet or muddy ground; stiles, gates and steps; changeable weather; livestock and other animals; insects and plants; traffic on country lanes; and rivers, streams and other water.

7.2 By taking part, each Guest accepts these inherent risks. We take reasonable care in planning routes and guiding, but we cannot guarantee that a Tour will be free of them.

7.3 This section does not limit our responsibility for our own negligence or any other liability that cannot lawfully be excluded or restricted (see section 10).

8. Transport

8.1 CWT vehicle. Where our written confirmation says that we will provide transport in the guide's own car, we carry a maximum of 3 Guests. Pickup and drop-off are at the agreed location near the Tour area unless otherwise agreed in writing.

8.2 Use of the CWT vehicle. Guests must wear seat belts at all times, and children must use a suitable child seat, provided by their party unless agreed otherwise. Guests must not smoke or vape in the vehicle, and are responsible for any damage or cleaning costs they cause beyond normal use.

8.3 Third-party minibus or other transport. Where a minibus or other third-party vehicle is required, we may arrange transport through an independent operator. Unless our written confirmation says otherwise, we act as an intermediary in arranging that transport and the transport contract is between you (or the Partner) and the transport operator. The operator's own terms may apply. We will take reasonable care in selecting and arranging the operator, but we do not operate or control the operator's vehicle.

8.4 Your own driver or Partner-arranged transport. Where Guests use their own driver or a transport company arranged directly by you or a Partner, that driver or company is responsible for the transport. We are not responsible for delays, breakdowns, conduct or accidents involving transport we do not provide or arrange, except to the extent caused by our own negligence or breach of contract.

8.5 Capacity and luggage. Vehicle capacity may be reduced where luggage, child seats, mobility equipment or other requirements make this necessary. You must tell us about these requirements in advance.

9. Third-party services

9.1 Tours may include visits to pubs, restaurants, tea rooms, hotels, shops, antiques dealers, gardens, houses and other attractions run by third parties. We may help arrange these, but we do not own or control them.

9.2 We are not responsible for matters within a third party's control, including its opening hours, availability, prices, service, food (including allergens), premises or safety, or for purchases a Guest makes (including antiques and their delivery or shipping). This does not exclude or restrict our liability to the extent that loss or damage is caused by our own negligence, breach of contract, or failure to exercise reasonable care and skill when selecting or arranging a third-party service.

10. Our liability

10.1 What we never exclude. Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot legally be limited or excluded. If you are a consumer, nothing in these terms affects your statutory rights.

10.2 Our commitment. We will provide Tours with reasonable care and skill.

10. Our liability (continued)

10.3 What we are not responsible for. We are not liable for loss, injury or damage that is not caused by our breach of these terms or our negligence, including where it results from a Guest's own acts or omissions, a failure to follow the guide's instructions or to tell us about a relevant condition, the inherent risks in section 7, third parties (section 9), or events outside our control (section 13).

10.4 Consumers. If you are a consumer, we do not exclude or restrict any liability, right or remedy where the law does not allow us to do so. In particular, nothing in these terms prevents you from recovering the price paid or any other remedy available to you under the Consumer Rights Act 2015.

10.5 Business customers and Partners. Subject to section 10.1 and except where otherwise agreed in writing, our total aggregate liability to a business customer or Partner for claims connected with a booking is limited to the price paid to us for that booking.

10.6 Business losses. Subject to 10.1, we are not liable to business customers or Partners for loss of profit, revenue, business or goodwill, or for any indirect or consequential loss.

10.7 Insurance. We strongly recommend that all Guests have their own travel insurance covering personal accident, medical expenses, cancellation and personal belongings.

11. Trade partners and agents

11.1 A Partner that books a Tour for its clients is responsible for paying us in line with section 3, whether or not its clients have paid it.

11.2 The Partner must pass on to its clients the parts of these terms that affect them, in particular sections 4 to 9, and give us accurate Guest information, including anything relevant under section 6.

11.3 Written terms agreed separately with a Partner take priority over this document where they differ.

12. Photographs, personal data and complaints

12.1 Photographs. The guide may take photographs during a Tour. We will only use photographs in which Guests can be identified for marketing with their permission.

12.2 Personal data. We use Guests' personal information, including health or accessibility information you give us, only as reasonably necessary to arrange and deliver the Tour safely and to administer the booking. We handle it in line with UK data protection law and our privacy policy at chilternswalkingtours.com/privacy-policy.

12.3 Complaints. If anything is not right, please tell the guide on the day so we can try to put it right. If you remain unhappy, write to us at info@chilternswalkingtours.com within 28 days of the Tour and we will respond within 14 days. The 28-day period is intended to help us investigate promptly and does not affect your statutory rights.

13. Events outside our control and general terms

13.1 Events outside our control. We are not liable for failing to provide, or delay in providing, a Tour because of events beyond our reasonable control, such as extreme weather, flooding, fire, road or path closures, animal disease restrictions, pandemics, government action or industrial action. If a Tour cannot go ahead for such a reason, section 5.2 applies.

13.2 Whole agreement. These terms, our written confirmation and any terms agreed in writing with a Partner are the whole agreement between us. We may update these terms from time to time; the version provided or linked to you when you book applies.

13.3 Severability. If any part of these terms is found to be invalid or unenforceable, the rest remains in effect.

13.4 Governing law. These terms are governed by the law of England and Wales. Disputes will be dealt with by the courts of England and Wales, although consumers living elsewhere in the UK may bring proceedings in their own country's courts.