

CORONAVIRUS (COVID-19)

Updated 23rd March 2020

Despite the challenges presented by COVID-19 and the uncertainty across the world we fully understand the concerns some customers may have. The fight against coronavirus continues and with travel restrictions in place we have suspended all our tours up to and including 30th April 2020. We understand how upsetting this is for many of our customers, but the safety of our staff and customers is of the utmost importance to Discover Scotland Tours.

Following the UK Governments advice on non-essential travel, our offices are **closed until 30th April 2020**. We have staff working from home responding to emails and requests. Please note we are unable to take telephone calls at present. We ask that you bear with us during this time as we work our way through a large volume of customer queries.

If you were booked to travel on a tour with us between 16th March 2020 and 30th April 2020 you can exchange your booking for a Discover Scotland Tours travel voucher to the value of your booking, plus we'll give you an **extra 10%**. This can then be redeemed against any Discover Scotland tour or event in the future.

Tours due to depart after 30th April 2020

All our tours departing May 1st onwards are still scheduled to operate. Things are changing by the day and many customers are unsure what is going to happen next. If you are unsure about travelling at this time you can request your booking be changed for a Discover Scotland Travel voucher to the value of your booking, plus we'll give you an extra 10%. This can then be redeemed against any Discover Scotland tour or event in the future, giving you peace of mind during this uncertain period.

Relaxation of Cancellation Policies

During this difficult period we have relaxed our cancellation policies.

One Day Tours

You can cancel a day tour up to 24 hours prior to departure (previously 72 hours) without any charge. With respect to our Glenfinnan, Mallaig & Jacobite Steam Train one day tour –this has also been reduced to 24 hours however refunds will be a full refund minus the Jacobite Steam train ticket costs that we have already paid to the Jacobite Steam Train on your behalf.

Cruise Ship Shore Excursions

You can cancel a shore excursion up to 7 days prior to departure (previously 28 days) without any charge.

Multi-Day Tours

You can cancel a multi-day tour up to 7 days prior to departure (previously 21 days) without any charge.

FAQ's

Can I change my date of travel?

Yes, if you wish to change your date of travel-EASY. All you need to do is email us at tours@discoverscotlandtours.com with your reference number and let us know which date you

would like to change to and this will be done. Scotland is a beautiful country to visit no matter the time of year. There is no charge to change your date of travel.

I still wish to take a tour of your beautiful country but I am unsure of when I'll be able to travel with the continued uncertainty?

You have the option of a Discover Scotland Tours voucher to the value of your booking, plus we'll give you an **extra 10%**. This can then be redeemed against any Discover Scotland tour or event in the future, giving you peace of mind during this uncertain period.

My tour is still operating; will I get a refund if I cancel?

Yes, however our normal terms and conditions will apply.