

The Big Bus tour and travel guide - Day tour booking terms and conditions

1. The Big Bus tour and travel guide is an online retailer of day tours and activities. All day tours and activities are provided by third party suppliers. Each supplier has their own booking terms and conditions, so please check these carefully when you book your tour or activity with us. This includes cancellation and amendment costs to your booking. Some supplier allow amendments or cancellation without penalty, other do not.
2. If you have to change any part of your booking due to unforeseen circumstances (a change of date for example) please contact the supplier directly as per the details on your booking confirmation. If you are unable to get a satisfactory resolution to the issue, please contact us and we will follow it up with the supplier.
3. We sell various travel related products on behalf of tour operators. All bookings are made subject to the terms and conditions and limitation of liability imposed by these service providers. The funds you pay for your tour are passed directly to the supplier at the time you book. We act in good faith on behalf of our suppliers, but we do not accept any liability of any nature, for the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased tour arrangements. We do not accept any liability in contract or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control.
4. Please check your booking confirmation carefully. Ensure that all names are spelt correctly and please have photo ID with you on the day of the tour. Check the accuracy of all dates and timings.
5. If you are booking your tour as part of a holiday please ensure you have adequate travel insurance to cover you against unforeseen circumstances.

Contact us

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