

Grass to Grill Estate Tours

Terms and Conditions

Please read these terms and conditions carefully and contact us if you have any queries before you arrive. When you confirm your booking, you are accepting that these terms and conditions form the basis of a contract between us (**Bowhouse and Balcaskie Estate**) and you (**tour operator and visitors**).

BOOKING PROCESS

All tours are sold subject to availability.

Booking will only be confirmed once we have received a **deposit payment of 10%** from you. Full balance must be paid 2 months prior to the date of the booking.

In the very unlikely event that we cannot proceed with a Farm Tour, we reserve the right to cancel any scheduled tour or event at any time. In such circumstances you will be asked if you would like to transfer to an alternative date at no additional cost, however you can also request a full refund if you prefer.

In the event of a no show, or a reduction in numbers booked and paid for, the full cost of the booking is charged and is nonrefundable.

ARRIVAL

Please arrive at least 10 minutes prior to your specified time. Children under 16 must be accompanied by an adult.

Anyone under the influence of drugs or alcohol will be refused entry. No dogs are permitted on farm tours.

TOILETS

There will be no access to toilets during the farm tour however there will be toilets at both the beginning and end of the tours.

BEHAVIOUR DURING YOUR TOUR

We have a strict **No Smoking Policy** throughout the farm.

All visitors to Balcaskie Estate participate in tours at their own risk. We will not be liable for any loss or injury suffered by you resulting from any activity which is beyond the direct control of the farm. You are advised not to bring any items of special value along on the tours. We will not accept responsibility for the loss or damage to any personal possessions.

You shall be responsible for and pay compensation relating any damage to or destruction of any property belonging to us, which is directly attributable to you or a member of your group.

Adults are responsible for the supervision and safety of their children at all times.

Unacceptable and violent behaviour towards Balcaskie Estate staff or other tour guests will not be tolerated, and we reserve the right to ask anyone showing aggressive or confrontational behaviour to leave.

CANCELLATIONS

Bookings are transferable at our discretion to an alternative date or time if you contact us directly via email or phone at least 48 hours prior to your booked arrival time. We cannot guarantee that we can change the date of your visit, however we will make all reasonable efforts to do so.

Unfortunately, we cannot issue any refunds for deposits. Cancellations made less than 2 weeks before the booking is due to take place will not receive any refund.

Tours cancelled due to a pandemic (for example foot and mouth disease, E Coli, or any other environmental issue that forces the farm to close) will be given a full refund.

WEATHER

We will not cancel tours due to inclement weather, unless in the very unlikely event that we deem it unsafe or unreasonable to be exposed to the weather.

Visitors and tour operators are responsible for coming to the farm dressed in warm, waterproof and appropriate clothing and footwear.

MEDICAL AND SPECIAL REQUIREMENTS

Any food allergies within your group must be provided to us a minimum of 2 weeks before the date of the tour.

Pregnant women who come into close contact with sheep during lambing may risk their own health and that of their unborn child, from infections that can occur in some ewes.

We will try to accommodate disabilities and medical problems where we can, but please be aware that our tours may not be suitable. If any member of your group has a disability or medical problem which may affect their ability to attend our tours, please enquire first before booking, giving us full details so that we can advise you as to the suitability of your chosen arrangements. If we are not informed of any disabilities or medical problems in this way, then we cannot be held responsible for any cost or inconvenience occurred.

PHOTOGRAPHY

We may use images and videos of you, taken during your visit for advertising and promotional purposes. Tour operators must let us know ahead of the visit if your guests do not give permission for us to do so.