

## THE DISCERNING TRAVELLER

### Self-guided walking tours in England and Wales

#### More on the booking and confirmation process

This may answer some of your questions!

1. Before booking a tour please read the relevant tour pages of our website.
2. If one or more tours interest you, ask us to send you the more detailed factsheets for those tours.
3. Please feel free to contact us at any time either direct from our web site or by e-mail to [discerningtraveller1@yahoo.co.uk](mailto:discerningtraveller1@yahoo.co.uk). During UK office hours you can also contact us by telephone to \*44 1865 511330 (Oxford head office) or \*44 1743 792622 (Shropshire branch office) in order to establish contact and ask us any questions you may have.
4. To book a tour please use the downloadable and printable booking form on our website.
5. Your tour can start on any day you choose within the season which we specify for that tour. If possible (but not essential) please add an alternative start date in case we experience difficulty finding rooms on your first choice start date. Note that each of our tours starts and ends with an overnight stop, so the number of hiking days is one less than the number of nights on the tour. If you want to add on extra nights during the tour, include details on your booking form. Tick the box agreeing to our booking conditions and e-mail the completed booking form to us.
6. Calculate the total price of the basic tour, including single room supplements if appropriate (i.e. if 1 or 3 or 5 people book together), but excluding any extra nights.
7. Before we start processing your booking we require a deposit (down payment), usually of 20% of the calculated total price of the basic tour. The easiest way to pay the deposit is by interbank transfer to our bank. Please e-mail us when you have made the deposit payment.
8. When we have received both (a) your booking and (b) your deposit payment, we send you an e-mail as acknowledgment of your booking.
9. We then reserve the rooms and baggage transfers required for your tour. This may take up to about 5 days. If longer, or if we have any questions, we'll contact you.
10. After completing the room reservations we send you a confirmation by e-mail. This normally comprises the following 2 documents as Word or pdf attachments:
  - (a) Tour schedule (TS), listing details of the accommodation of the rooms and transfers booked for you, including dates, full addresses and phone numbers, type of rooms etc;
  - (b) Confirmation invoice (IV) showing amount you have paid and date balance is due.

*[Note: (a) and (b) are each normally a single A4 page, which we suggest you should print out and retain. For some longer tours such as Offa's Dyke Path, the tour schedule may be more than one page.]*

- 11. If we cannot obtain rooms on the dates requested we immediately inform you, and unless you want to change your booking to another starting date or to another Discerning Traveller tour, we return your deposit (down payment) in full, normally by the same method which you used to pay it.**
12. Payment of the balance (amount as shown on your confirmation invoice) is due 8 weeks before the start date of your tour, or, in the case of a late booking (less than 8 weeks before the tour), on receipt of the confirmation invoice. Payment normally by sterling transfer to our bank.
13. After we have received the balance payment we send you the 'tour pack' for your tour. It can be quite bulky and typically weighs about 800 grams. For addresses outside the UK it will normally be sent by registered trackable air mail via DHL or similar courier. It will generally require a signature on delivery. Please let us know in good time if you require the tour pack sent to a different address from that shown on your booking. *[If you prefer we can send the tour pack to the first night's stop on your tour to await your arrival and e-mail you instructions for reaching the first night's stop.]*
14. The contents of the tour pack vary from tour to tour. In most cases the following items are included, along with a list of the contents:
  - (a) printout of your tour schedule (TS) as in item 10 above;
  - (b) detailed hikers' maps at 1:25,000 scale annotated by us, showing the suggested hiking route and alternatives;
  - (c) annotated street maps of towns and villages *en route*, showing location of accommodations booked for you and other local features;
  - (d) 'Route Notes' , in the form of a set of printed leaflets, containing information on how to reach the starting point of the tour, description of each day's hiking route, directions to find your accommodation at the end of each day and a telephone (landline or mobile cellphone) number in case you need to contact us in emergency;
  - (e) information on local public transport (buses, trains, ferries);
  - (f) information on other local services along the route of the tour;
  - (g) an overview map (not annotated) of the region in which the tour is located;
  - (h) for some tours a published guide book to the area or route of the tour.

On receipt you should check the contents of the tour pack and contact us with any questions, or if anything appears to be missing.

15. You travel to the starting point and start the tour!

Best regards,

Hugh Roper,

Director, The Discerning Traveller,

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