



## Terms & Conditions

### Bookings & E-tickets

Please ensure that you have read these Terms & Conditions before making your purchase. If you have any questions call the Bookings Team on 01223 359750 or email [enquiries@scudamores.com](mailto:enquiries@scudamores.com).

#### 1. General Information

##### 1.1 Availability

All bookings and e-tickets are subject to availability.

##### 1.2 E-ticket & Booking Confirmation

We require full payment to confirm your booking or e-ticket.

##### 1.3 Payment Options

- All prices include VAT charged at the current rate unless stated otherwise.
- We accept most major debit and credit cards, including Amex.
- Please see clause sections 4 and 5 for further payment information.

##### 1.4 Disability Access

We are committed to overcoming the constraints of our historic riverside locations to ensure that the widest range of people can access our punt stations and enjoy the river. Please get in touch for more information and to discuss your specific requirements with us.

##### 1.5 Chauffeur Uniform

Our punt chauffeurs wear uniform all year around which is tailored to the needs of the job and the weather conditions. Below is some guidance on our chauffeurs' uniform at different times of year:

- Low season chauffeur uniform  
This uniform is worn from October to March or on days of worse weather during the high season. It includes a dark blue rain-jacket, dark blue sweatshirt, blue waistcoat, blue trousers, formal white shirt and an optional dark blue hat. The rain-jacket, sweatshirt, waistcoat and hat all carry an embroidered oval Scudamore's logo.
- High season chauffeur uniform  
This uniform is worn from April to September or on days of better weather during the low season. It includes a blue waistcoat, blue trousers, formal white shirt and an optional straw boater. The waistcoat carries an embroidered oval Scudamore's logo.

##### 1.6 Product Withdrawal

We reserve the right to withdraw products (bookings and e-tickets) at any time without prior notice. Should we do so, holders with bookings yet to take place or those with unredeemed e-tickets will be offered the choice of either taking an alternative product of the same or greater value, or of receiving a full refund.

##### 1.7 Refunds

All refunds are at the discretion of the Scudamore's Management Team.



## **2. Bookings Information**

### **2.1 Booking Methods**

We accept bookings in person, online, by telephone, email, fax and post.

### **2.2 Booking Notice**

There is a 48 hour minimum notice period for online bookings. Please call us should you wish to make a booking at shorter notice and we will do our best to assist you.

### **2.3 Altering Bookings**

Any alterations must be made at least 48 hours before the booking.

### **2.4 Punting Cancellations**

Any cancellations must be made at least 48 hours in advance to ensure a refund of any monies paid, minus a £50 administration fee. We are unable to offer refunds after this time, except in cases of bad weather or dangerous conditions (please see clause 2.6 & 2.7).

### **2.5 Food Cancellations**

Any cancellations of food and drink must be made at least 48 hours in advance to ensure a refund of any monies paid. We are unable to offer refunds after this time, even in cases of bad weather or dangerous conditions.

### **2.6 Bad Weather**

Please contact us if you wish to cancel or reschedule your booking because of bad weather. Our decision as to what constitutes bad weather is final. If we are in agreement with you, we can either reschedule your booking or refund any monies paid minus a £50 administrative fee. Please note that we are unable to refund food and drink orders within 48 hours of a booking.

### **2.7 Dangerous Conditions**

If dangerous conditions force us to cancel your booking we will refund any monies paid. Our decision is final as to what constitutes dangerous conditions. Examples may include excessively low or high temperatures, flooding or high winds. We are not able to refund food and drink orders within 48 hours of a booking.

### **2.8 Late Arrival**

We can only guarantee punts for 15 minutes beyond the agreed time. Late arrival may lead to a further delay or a reduced timing for your booking. If you are going to be delayed, please notify us as soon as possible, so that we can try to reschedule your booking.

### **2.9 Non-Appearance**

Any group failing to show up without giving prior notice will be deemed to have had their booking and will not be eligible for a refund. Credit Account Customers will be invoiced for the full value of the booking.



### **3. E-tickets Information**

#### **3.1 E-tickets Method**

Our E-tickets can only be purchased online.

#### **3.2 Using Your E-ticket**

E-tickets can be used from the time of purchase and are valid during our standard opening hours. To redeem your e-ticket at our Mill Lane or Magdalene Bridge punt stations you will need the unique e-ticket code on your Scudamore's confirmation email. You do not have to print out your e-ticket and can simply note down the code or present it to our staff on your mobile device.

#### **3.3 Lost E-tickets**

If you lose your code we can use your name and email address to find the number for you when you arrive on station.

#### **3.4 E-ticket Validity**

E-tickets are valid for 6 months from the time of purchase. The e-tickets are for a single use and cannot be used once they have expired.

#### **3.5 Altering E-tickets**

Please contact us if you would like to change your e-ticket from one product to another. We are not able to refund the difference should you change your e-ticket to a product of lower value.

#### **3.6 Cancelling E-tickets**

Once purchased, we cannot refund e-tickets except in specific cases of product withdrawal (please see clause 1.6).

### **4. Online Payments**

#### **4.1 Online Payment Options**

On the payment page you can choose to pay in GBP (£) or the equivalent in USD (\$) or EUR (€). The USD and EUR exchange rate is set by WorldPay and updated everyday at midnight.

#### **4.2 Online Refunds**

Any agreed refunds, subject to our Terms & Conditions, occur in the purchase currency and at the same exchange rate of the original purchase.

### **5. Non-Website Payment Information**

#### **5.1 Payment Information**

- We only accept payment in GBP (£) for non-website bookings.
- Cheques should be made out to 'Scudamore's Punting Company Ltd'.
- Please contact us to arrange payment by bank transfer.
- Invoicing is available to corporate Credit Account Customers only. Please contact us for further details.