



## Terms and Conditions for guiding work during the year starting 01 April 2021.

### FEES

The fees negotiated will vary from client to client and from guide to guide. Higher rates may be requested, for example, above the ranges illustrated, for customized tours, or tours that require a good deal of preparation or specialist knowledge, due to a client's or tour operator's specific requirements.

Prices for ½ day public tours start at £210.00

Prices for full days public tours start at £340.00

Prices for private tours upon request

A £40.00 per hour charge may be charged for preparation work.

### PAYMENT

Full payment in advance is needed for all confirmed bookings. Payment must be made in pounds sterling and can be made by bank transfer, credit card, or paypal. Bank charges and other transaction fees will not be paid by the guide

Not included in these prices are any entrance fees, meals or travel costs.

Blue Badge Guides work in blocks of time, not by the hour.

A half day is up to 4 hours maximum:

- Morning tours (up to 4 hours between 07.00 – 13.00)
- Afternoon tours (up to 4 hours between 13.30 – 18.00)
- Evening tours (up to 4 hours between 18.00 – 23.00).

A full day is up to 9 hours and finishes no later than 18.00. Out of London (up to 10 hours and finishing no later than 19.00)

For private group walking tours, a recommended maximum of 10 people to keep it fun and intimate. All engagements are timed from Central London Zone 1. Travel expenses to and from airports and out of Central London venues will be charged.

Certain English Public Holidays will incur a supplement: Christmas Day – 100%; New Year's Day, Good Friday, Easter Sunday, Easter Monday and Boxing Day (26th Dec) – 50%.

### CANCELLATIONS

If a booking is canceled by a client 7 days or less before the tour is scheduled, 50% of the negotiated fee is payable. If the tour is canceled within 48 hours of the scheduled start then the full fee is payable. These rates apply equally to the guide, when a guide has to cancel and a suitable replacement guide cannot be provided. Similarly, when an extended tour is canceled with less than one month's notice, the guide is entitled to claim 50% of the daily touring rate if alternative work on the same dates is not offered.

## **TOURING**

Clients should expect to pay the same level of daily remuneration for extended tours as for single days which require a maximum of 9 hours a day guiding. Extra amounts will normally be charged if the hours of work exceed 9 hours in a day. Guides will normally expect to be provided with all meals, or alternatively with suitable expenses in lieu over and above the daily fee. They are also entitled to expect that suitable overnight accommodation, in a single room, will be provided or the costs of obtaining such a room will be reimbursed.

### **SPECIALIST MUSEUM/GALLERY GUIDING SERVICES**

Where guides undertake specialist half-day museum or gallery visits it is usual for a full-day fee to be payable.

## **NOTES**

Often individual sites will restrict the number of visitors they permit to enter their premises in a group, similarly some sites impose restrictions on where guides may talk to clients. If the proposed programme is fully discussed in advance with the guide concerned they should be able to provide advice on where such restrictions may be an issue requiring additional guides or alternative solutions

All vouchers, or cash, to cover all disbursements the guide is required to make during the tour should be provided to the guide before the start of the tour by the tour operator.

Travelling expenses (including parking fees etc.) incurred by the Guide required to collect groups from airports and locations outside London (i.e. outside Zones 1 or 2 of Transport for London's network) should be covered by the client. In the interests of their personal safety, if guides are required to be in place to start a tour at very early times / finish late (e.g. outside of 07:00AM or after 23:00) and travel by public transport is not suitable, guides will expect to be reimbursed the cost of taxi fares.

## **COACH TOURING**

On a coach tour there must be a seat provided for the guide, with a safety belt, and a working microphone and PA system. If there is no working microphone / PA system provided, the operator will be informed as soon as possible by the Guide. If the tour continues without a working microphone the norms for the industry indicate the guide is entitled to be paid an increment of 100% of the original fee until the omission is rectified.

Additional increments of 50% may be requested for tours involving Double Decker Coaches and for coaches with more than 55 passengers. In the interests of safety a single guide should not be expected to conduct visits to sites if the group to be guided exceeds 50 (in such cases, a 2<sup>nd</sup> Guide should be engaged).

Properly presented invoices should be submitted by the Guide, to the client, at the conclusion of each engagement. Invoices should separate fees from claims for disbursements, which must be properly itemised and have receipts attached where appropriate. Full settlement is usually expected within 28 days of the invoice being submitted. From time to time, guides may agree to additional Terms & Conditions with clients.

## **INSURANCE**

Through membership of the British Guild of Tourist Guiding, we are covered by insurance for the duration of the tour. However, clients are strongly advised to secure their own personal travel insurance. Full details available on request.

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By: JC Tour Services on behalf of My London Tour Guide