

Terms and Conditions for guiding work 2023 / 2024



JC Tour Services / operating as My London Tour Guide is a self employed Blue Badge Tourist Guide licensed by the Institute of Tourist Guiding and operates using the following Terms & Conditions of business.

FEES

The fees negotiated will vary from client to client. 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 specific requirements.

Prices for ½ day (HD) tours start at £220.00

Prices for full days (FD) tours start at £340.00

Prices for specialist tours upon request

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

Overtime Hours - per hour or part thereof 07.00 - 23.00 = £54.00

Unsocial Hours - per hour or part thereof 23.00 - 07.00 = £72.00

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.

Where credit facilities have been extended (and confirmed in writing in advance) to bona fide travel trade partners in recognition of volume of business, payment can be made, on presentation of invoice from the guide, after the date of the tour, however in all cases, payment must be made within 21 days of the tour

Not included in these prices are any entrance fees, gratuities (if warranted), meals or travel costs.

CANCELLATIONS & REFUNDS

A booking is confirmed when you tell us in writing (incl emails, whatsapp, sms, messenger or similar) that you would like to book the tour, or tours that we have been planning together;

In the event of cancellation, clients should expect to pay the following cancellation charges:

31 days or less prior to commencement of engagement 25% of fee

14 days or less prior to commencement of engagement 50% of fee

4 days (96 hours) or less prior to commencement of engagement 100% of fee

Similarly, when an extended engagement 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.

Refunds will not be made for any tours canceled by clients because of conditions prevailing outside the UK. Such refunds should be covered by clients' travel insurance.

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%.

JC Tour Services reserve the right to decline to be filmed, videoed or recorded during their work.

Children under 17 must be accompanied by a responsible adult at all times unless by prior agreement.

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. I will normally expect to be provided with all meals, or alternatively with suitable expenses in lieu over and above the daily fee. I am 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 I undertake specialist half-day museum or gallery visits it is usual for a full-day fee to be payable.

INSURANCE

Through my membership of the British Guild of Tourist Guiding and The Association of Professional Tourist Guides, I am 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