

Ceasefire Ltd – Guided Tours Terms & Conditions

By booking and participating in a guided tour with Ceasefire Ltd you agree to have read, understood, and fully accepted all of the following terms and conditions. Please read them carefully.

Booking and Payments

1. **Booking Process:** Guided tours are bookable via our [tour enquiry form](#) online, or by contacting us direct. We will confirm your requirements with you and the services available further prior to issuing a quote and a payment schedule.
2. **Booking Confirmation:** Your booking is not confirmed until we have issued your booking confirmation in writing following receipt of a deposit, or full payment, as specified in your quote payment schedule.
3. **Payment Schedule:**
 - a. **Deposit.** A non-refundable deposit of 10% of the total tour cost is required to confirm your booking, unless stated otherwise in your quote payment schedule.
 - b. **Balance.** The full balance of the total tour cost is required 60-days prior to the tour start date, unless stated otherwise in your quote payment schedule.
 - c. **Late Payments.** If the balance is not paid by the due date, we reserve the right to cancel your booking, or you may incur additional fees to cover our own late booking costs.
4. **Payment Methods:** We accept payments via BACS, WISE, MONZO or PAYPAL. All payments must be made in GBP.

Cancellations and Refunds

5. **Cancellation by you:** All cancellations must be submitted in writing by the lead passengers' name on the initial booking. We do not accept cancellations by phone, text message or a 3rd party. Cancellation refunds are outlined in the schedule below (*note. all figures below DO NOT include the non-refundable deposit – this can be used to make an alternate booking in the event of a cancellation at your request*).
 - a. If you cancel at least 60-days in advance of the tour start date you will receive a full refund.
 - b. If you cancel at least 30-days in advance of the tour start date you will receive a full refund (minus any booking fees incurred by us).

- c. If you cancel at least 14-days in advance of the tour start date you will receive a partial refund (80% of the total tour quote, minus any booking fees incurred by us).
 - d. Cancellations made within 14-days of the tour start date will not be eligible for a refund.
6. Changes to bookings: If you wish to change any parts of your confirmed booking, you should inform us in writing as soon as possible. This should be done by the lead passenger named on the booking. Whilst we will do our best to assist you, we cannot guarantee that we will be able to meet your request. Where we are unable to meet your change request and you no longer wish to travel on the basis of the original booking, this will be treated as a cancellation and refunds will be only be issued as per the cancellation schedule, outlined above.
7. Cancellations by us: In the unlikely event that we need to cancel a tour, you will receive a full refund, or the option to reschedule.

Responsibilities

8. Travel Insurance: We strongly recommend that all participants obtain adequate travel insurance, including coverage for medical emergencies, personal liability, and cancellation.
9. Health and Fitness: You acknowledge that our tours may involve strenuous walking and possible exposure to high temperatures due to the climatic conditions of Cyprus. It is your responsibility to inform us at the time of enquiry/booking of any health, or fitness, limitations, impacted by these factors. You also acknowledge it is your responsibility to prepare yourself for the style of tour that you purchase – additional guidance will given by your tour guide(s) prior to, and during the tour to ensure the tour fits your desired comfort level, and that activities planned are suitable for your fitness level and capabilities.
10. Weather and Terrain: Guidance will be provided by your tour guide(s) prior to, and during the tour, but you acknowledge it is your responsibility to ensure you are appropriately dressed and have suitable footwear for the forecast weather conditions and mixed terrains of urban, and rural environments.
11. Personal Belongings: You are responsible for your personal belongings during the tour. We accept no liability for loss, theft, or damage to personal items.

Liability

12. Liability Limitation: Ceasefire Ltd shall not be liable for any injury, loss, damage, accident, delay, or irregularity caused by circumstances beyond our control, including but not limited to acts of God, natural disasters, acts of government, or other authorities.

13. Third-Party Services: We may recommend or arrange services provided by third parties (e.g., transportation, accommodation). We are not responsible for the performance of these third-party services.

Photography and Media

14. Use of Images: We may take photographs or videos during the tour for promotional purposes. By participating in the tour, you consent to the use of your image for these purposes unless you expressly inform us otherwise.

Privacy

15. Data Protection: We value your privacy and are committed to protecting your personal information. Please read our [Customer Privacy Policy](#) for further details.

Amendments

16. Changes to Terms: We reserve the right to amend these terms and conditions at any time. Any changes will be effective immediately upon posting on our website or notifying you directly. It is your responsibility to review these terms prior to your tour commencing.
 17. Queries: If you have any questions or concerns about these terms and conditions, please contact us at: info@cyprusuntold.com
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