*Terms & Conditions*

**CANCELLATION POLICY**

**Cancellation by the Gibraltar Heritage Trust (GHT):**

* The GHT reserves the right to cancel a guided tour due to unforeseen circumstances such as inclement weather, safety concerns, or other emergencies.
* In the event of cancellation by the GHT, all registered participants will be notified via email as soon as possible.
* The GHT will make reasonable efforts to reschedule the tour to a mutually agreeable date and time. If rescheduling is not feasible, participants will be offered a full refund of any ticket fees paid (a refund fee by buytickets.gi will apply).

**Cancellation by licensed guide:**

* If the guide needs to cancel a guided tour for any reason, they must notify the GHT at least 7 days prior to the scheduled tour date.
* Upon receiving notice of cancellation from the guide, all registered participants will be notified via email as soon as possible.
* The guide will make reasonable efforts to reschedule the tour to a mutually agreeable date and time. If rescheduling is not possible, participants will be offered a full refund of any ticket fees paid (a refund fee by buytickets.gi will apply).

**Participant Cancellations:**

* Participants who wish to cancel their registration for a guided tour must notify the GHT at least 48 hours prior to the scheduled tour date.
* Refunds for participant cancellations will be issued according to the following schedule:
1. Cancellations made 7 days or more prior to the tour date: Full refund.
2. Cancellations made between 6 days and 2 days prior to the tour date: 50% refund.
3. Cancellations made less than 48 hours prior to the tour date: No refund.

Participants who fail to attend the tour without prior notice will not be eligible for a refund.