

Retro Tours - Terms of Service

- This is an adult-only experience. Guests must be 18 years or older to participate in alcoholic consumption.
- Regretfully certain disabilities may not be accommodated due to the age/type of vehicle.
- The max weight we can carry in our bus is 850kg (133st / 1874lbs) total, including all passengers and luggage. This works out as a max average of 106kg per person (16.7st / 233lbs) for a maximum of 8 passengers including the driver.
- Exercise caution when getting in and out of the bus, taking particular care of the step up/down and the head height. We do offer a small mobile "step" but care must be taken when/if using it. Ensure entry/exit one leg at a time and offer a helping hand to other passengers if needed.
- Always keep hands and feet away from doors and windows.
- Please always keep all valuables on you. Retro Tours will not accept any liability for lost or stolen items left in the vehicle.
- Please ensure that seatbelts (lap belts) are always worn and secured before the vehicle starts moving.
- We reserve the right to refuse entry to anyone wishing to travel in our vehicles. Reasons for refusal can include but are not limited to: not holding a valid booking, exceeding the above vehicle limitations, drunk or abusive behaviour, material damage to the vehicle. Neither Retro Tours nor the partner suppliers of the experiences, will allow access to anyone that is inebriated on arrival.
- In the unlikely event of a breakdown the driver will suspend the tour when it is safe to do so. The driver will attempt to arrange alternative transport which may not be a classic vehicle. Should we not be able to provide a replacement vehicle or if time does not allow, the tour will be rescheduled, or failing that we will refund the outstanding portion of the tour monies without question.
- All tours are subject to availability of the vehicle and partners.
- If a client is late to arrive at the arranged pick-up point, the driver will wait up to 15 minutes before the appointment is automatically cancelled. Please note no refund will be given and the tour cannot be re-scheduled in these circumstances.
- If we are running late because of unforeseen circumstances, we will call the client to make them aware, so please ensure a valid mobile number is supplied when booking. If we are the cause of the tour/experience not to go ahead in full due to a reason beyond our control, we will refund all/part of the monies paid depending on what part of the tour/experience has been fulfilled.
- If a client is late for the agreed collection for the return journey (at the agreed time and place), the driver will wait up to 15 minutes before leaving, unless otherwise arranged in advance directly with the driver. An extra charge of £50 per hour will apply if the driver agrees to wait beyond the extra 15 minutes. Please note Retro Tours will not be held responsible for any extra costs relating to alternative return transport that the client may incur, and no refunds will be given for the return journey.
- Fire safety procedure: in the unlikely event of fire, exit the vehicle immediately and help others out if safe to do so. Once everyone is out of the vehicle the driver or a passenger should call the emergency services on 999. If safe to do so the driver and/or a passenger will find a fire extinguisher under the front seat and in the rear luggage area and they may attempt to tackle the fire if safe to do so.
- A small / basic first aid kit can be found in the boot of each car should the need arise. Our driver is not trained to administer first aid so any help the driver volunteers or the client seeks from the driver directly is done so at their own risk.
- Booking, Payment & Cancellation:
 - ⇒ 50% Deposit of the full tour amount for all participants is required upon booking - you will receive an invoice with BACS payment details. This deposit is non-refundable.
 - ⇒ Cancel or pay the full balance owing 14 days prior to the event date. The full amount must be paid if booking within 14 days of the event date.
 - ⇒ Cancellations within 14 days of the event date will not qualify for any refund.
 - ⇒ Bookings are non-transferable and cannot be rescheduled to another date within 14 days of the event date.