

Sue Hyde - The Guide

Blue Badge Tourist Guide

Terms & Conditions



Half Day (including transfers): Up to **4 hours maximum**

Morning tours normally finish within Central London by **13:00**.

Afternoon tours normally start after **13:30**.

Evening tours are for a maximum 4 hours. After 23:00, unsocial hours apply.

Full Day (including transfers): Up to **9 hours maximum** and finishing no later than **18:00**

If travel back to Zone 1 is necessary at the completion of a tour, then the guide may need sufficient time to return to Zone 1, otherwise the tour is regarded as a whole day booking.

Overtime: between 07:00 – 23:00 payable in addition to half/full day fee

Unsocial hours: between 23:00 - 07:00

Higher rates may be requested for specially customised tours which require a good deal of preparation or specialist knowledge.

Engagements timed from and to Central London

Note: Central London is regarded as being within Zone 1 as defined by Transport for London.

TOURING

Clients should expect to pay the same daily fee 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 one 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.

CANCELLATION POLICY

96 hours (4 days) prior to commencement of engagement: **Full fee.**

10 days prior to commencement of engagement: **50% of fee.**

A cancellation charge will apply to the entire engagement. The first 5 days at 100% of the agreed fee. All subsequent days at 50% of the agreed fee.

Similarly, when an extended tour is cancelled 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.

GROUP SIZE

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 exceeds 50 (in such cases, a 2nd Guide should be engaged). Variations apply – see below.

Often individual sites will restrict the number of visitors they permit to enter their premises in a group, *e.g. Westminster Abbey where the maximum is 30*. Similarly, some sites impose restrictions on where guides may talk to clients. If the proposed programme is fully discussed in advance with the guide, they should provide advice on such restrictions and request additional guides or offer alternative solutions.

TOURS ON PUBLIC HOLIDAYS

Tours taking place on the English public holidays of Good Friday, Easter Sunday, Easter Monday, Boxing Day and New Year's Day: **50%** increment

Tours taking place on Christmas Day: **100%** increment

DISBURSEMENTS AND EXPENSES

Vouchers or cash covering all disbursements the guide needs 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 when collecting groups from airports and locations outside London (i.e. outside Zones 1 or 2) should be covered by the client.

A meal allowance when not included will be charged as follows:

Lunch on a full day tour: **£12**

For evening work: **£20**

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.

On a coach tour, there must be a seat provided for the guide with a safety belt, plus a working microphone / PA system. If no working microphone / PA system is 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 that the guide is entitled to be paid an increment of 100% of the original fee until the omission is rectified.

INVOICING

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 expected within 28 days of the invoice date. From time to time, guides may agree additional Terms & Conditions with clients.