

# Sue Hyde - The Guide MITG

## Blue Badge Tourist Guide for London

### Terms & Conditions June 2023



Association of Professional  
Tourist Guides



#### **Hours of work**

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: For agencies paying *after* tour has ended.**

If the tour is cancelled 10 -5 days before the tour is scheduled to start - **50% of negotiated fee to be charged by guide.**

If the tour is cancelled 4 days (96 hours) or less before the tour is scheduled to start - **Full fee to be charged by guide.**

#### **CANCELLATION POLICY: For when pre-tour payment has been made.**

If the tour is cancelled 10 -5 days before the tour is scheduled to start - **50% of negotiated fee may be refunded by the guide.\***

**SueHydeTheGuide:** Blue Badge Tourist Guide for London

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If the tour is cancelled 4 days (96 hours) or less before the tour is scheduled to start - **no refund may be given by the guide.\***

\*Not including any card or banking fees paid.

**NOTE: Bank /Card charges will not be covered by guide.**

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 2<sup>nd</sup> 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 20*. 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: **£15**

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 unless *otherwise stated by guide*. 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.