



Horatio's Garden Tours

Terms and Conditions

COVID-19 update to terms and conditions:

If COVID-19 restrictions are still in place at the time of your tour or new local restrictions are issued to either the garden or your group members local area, an alternative tour date will be offered or full refund given.

How to Book

To confirm your booking and reserve your Tour, the named person on the booking form agrees that he/she has read the booking conditions and is authorised to be bound by them.

The named person on the booking form will accept financial responsibility for payment of the Tour.

Tour Price Includes

Entrance to the garden, the tour and talk by the Head Gardener. Tea, coffee and cake.

Tour Price Excludes

Travel expenses to and from the garden.

Payment

Once we have received your completed booking form, we will require full payment one month before the start of your Tour.

Cancellation by Clients

All cancellations must be received in writing.

We reserve the right not to refund the full price of the tour should you cancel less than 7 days before the tour is due to take place.

Cancellation by Horatio's Garden

The Company reserves the right to cancel your tour. In this unlikely event, we will give you the option of accepting an alternative tour date or receiving a full refund of all monies paid to us on behalf of your party.

Photography in the Garden

You are welcome to take photographs in the garden for non-commercial intent, but please do not take any photographs that include patients, other visitors to the garden or members of staff and volunteers.

Inclement weather

We will endeavour to continue with your tour in the case of inclement weather. All our gardens have areas that provide shelter from the weather. It is your responsibility to ensure that you bring clothing appropriate for inclement weather and outdoor conditions.

Personal Loss or Damage

Horatio's Garden Tours cannot accept responsibility for loss or damage to you or your personal effects during your visit to the garden which you enter at your own risk.

Horatio's Garden Tours operate a no smoking policy in all our Gardens

No dogs are allowed in the garden except for assistance dogs.