

Custom Travel to the UK & Ireland - Working with Us

Enquiry and Proposal turnaround times

Wilderness Scotland will endeavour to send an initial response to an enquiry on the same day we receive it, provided it is within our normal business hours (Monday to Friday 9am-5.30pm UK time)

Provided we have all the information we have requested to fully qualify an enquiry we aim to provide a proposal including pricing within 2 working days.

In order to ensure prompt turnaround times we require the following information in order to provide a proposal:

- Approx travel dates
- Number of travellers
- Interests and 'must sees'
- Budget

Partner Standard Operating Procedures

If you have Standard Operating Procedures that outline useful information for operating your custom trips, please ensure that this is shared with Wilderness Scotland.

Traveller information

All requested traveller information, rooming allocations and arrival & departure information must be provided to Wilderness Scotland at least 8 weeks prior to the trip start date.

We understand that travel plans may not be confirmed or may change within 8 weeks, however if we do not receive the requested information in a timely manner this can have a detrimental impact on the service we provide to your clients.

Client clothing

Wilderness Scotland will provide an 'Essential Packing List' for each trip, this is aimed to prepare clients for the activities they will be taking part in. The Partner is responsible for communicating this list to their clients prior to the trip. If clients arrive without the appropriate clothing or footwear some activities in the agreed itinerary may not be possible.

Trip documentation

Final trip documentation will only be sent to the Partner once the final balance payment has been received and Wilderness Scotland has been informed of all requested traveller information, rooming allocations and arrival & departure details.

Pricing Structure

Unless agreed at the time of enquiring Wilderness Scotland will quote all enquiries in NET rates in GBP. These rates are not commissionable.

Commissionable rates can be provided if requested at the time of enquiring.

Payment terms

Unless previously agreed in writing, the following payment terms apply:

- Customised itinerary design - free
- Provisional room hold - £500 non-refundable fee
- Confirm a booking - 25% deposit
- Balance payment - 56 days prior to the trip start date

Our preferred method of payment is Bank Transfer and all payments must be made in GBP.

Cancellation fees

Unless previously agreed in writing, the following cancellation terms apply:

1. If clients withdraw from the trip before the 25% deposit is paid, the room hold fee is non-refundable.
2. If clients cancel more than 56 days prior to the start of the trip, the 25% deposit is non-refundable.
3. Between 56 and 31 days, the Partner will be charged 50% of the holiday cost
4. 30 days or less before the trip start date, or on or after the commencement of the holiday, the Partner must pay the full holiday price.