

Terms and Conditions

Ghost Walks



When you have purchased tickets for any Devon Ghost Tour walking tour you (and your) party are agreeing to the following terms & conditions.

As the person who made the booking you are responsible for advising your party of these terms & conditions.

(1) Liability

All events attended at the client's risk; no liability accepted by Devon Ghost Tours.

Devon Ghost Tours will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

The fault of the person(s) affected or any member(s) of his/her party or

The fault of a third party not connected with the provision of your placement which could not have been predicted or avoided or

An event of circumstance which could not have been predicted or avoided even after taking all reasonable care

The fault of anyone who is not carrying out work for Devon Ghost Tours (generally or in particular) at the time.

(2) Getting there on time

When you book a tour, you agree to arrive 10 minutes before the start of the tour to allow the tour guide to check you in. Should you be running late you must advise the guide ASAP on 07979675062.

The tour guide will wait 5 minutes after the tour was scheduled to start. If after this wait period, you do not show you forfeit all monies paid for the tour. Your booking cannot be rescheduled to another date if prior notice was not received.

(3) Your contact information

When you book a tour, you are asked to provide a contact number and the names of all attendees. In the unlikely event the tour you booked is cancelled for whatever reason your guide needs to be able to give you a call to advise and unless you provide a contact number Devon Ghost Tours will only be able to contact you by email.

This document is correct as of January 2022 with a version number of 1.0 and will supersede any version that came before.

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(4) Customers aged 16 and under

Tickets for the Ghost Tours for under 16s are free if accompanied by a responsible adult. The responsible adult assumes ALL responsibility for the children under their care. Devon Ghost Tours ask that responsible adults assume responsibility for a maximum of 2 ambulant children (i.e., not counting those in pushchairs etc).

(5) Wheelchair access and accessibility

All the tours take place outdoors and due to the locations involved some parts are not wheelchair accessible. Routes take you to parts of the village with cobbled roads, uneven flooring and locations which involve the use of steps. Some of these places may not be suitable for wheelchairs. If you book a private tour and advise there will be customers who may find the locations a challenge Devon Ghost Tours will try to re-route the tour without losing the locations, however, while we will endeavour to do our best, on a public tour we cannot guarantee to be able re-route the tour.

(6) Cancellation

As tickets are limited for each tour, cancellations require 24-hour notice. Refunds will be in full except the booking fee. Cancellations with less than 24 hours' notice will not be refunded unless the tour proceeds with all tickets sold.

(7) Disruptive behaviour

Disruptive/abusive/intoxicated customers will not be tolerated on any Devon Ghost Tour tours – If you or any customer is disruptive, disrespectful or intoxicated you will be asked to politely stop to avoid spoiling the tour for other customers. Should you continue with this behaviour you and your entire party will be removed from the tour and forfeit all and any monies paid for this tour, or any other tour booked. The tour guide's decision is final. You and your party will be banned from attending any future events. Abusive behaviour is not tolerated for any reason.

(8) Charity events

Charity event ticket sales are final & no refunds are available as all monies raised are donated to the charity.

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(9) Private bookings

Private bookings can be made for a minimum of 7 people or more. To secure a private tour you must pay the balance in full 14 days prior to the tour date. Dates for private tours are subject to availability. If you need to cancel your tour, then we require 7 days written notice & we can arrange a new date or issue a full refund.

(10) Complaints

Should you have any issues or complaints regarding an event, you must inform the guide at the event of the issues you have as soon as possible, before the event has ended. If you are unable to speak to the guide during the event, please ensure you inform them before you leave the event location. Once you have stated your issues verbally you must follow them up with an email to Devon Ghost Tours within 24 hours of the event ending. Your email will be investigated, and all details will be kept strictly private and confidential you will receive a reply to your complaint as soon as possible. We will try to aim for minimum of 7 days, but this could be longer however you will be regularly kept up to date. Any issues raised after 24 hours of the event ending will not be actioned.

(11) Video, Photographic & EVP Evidence

Devon Ghost Tours have the rights to all photographic, video and EVP evidence captured at any event hosted by Devon Ghost Tours. We have the right to use any evidence caught by the public in any of our publications or websites.

All content on our website including text, images, video footage and EVP recordings are the property of Devon Ghost Tours. Content including text, images, video footage and EVP recordings & social network or public website footage captured by Devon Ghost Tours staff is the property of Devon Ghost Tours and MAY NOT be used by any other entity. Any source of copyright infringement will be dealt with accordingly by Devon Ghost Tours and the party involved. Any video footage/images/pictures captured by the customer is copyright to the person who took the footage/picture.

We do allow customers to capture video evidence and photo evidence at all our events, before photos, video footage or EVP evidence is posted on any public website such as Facebook or YouTube Devon Ghost Tours must first review the evidence to ensure it is genuine and has not been enhanced in anyway. Approved video footage, photographic evidence or EVP recordings may only then be uploaded.

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(12) Tags

Customers are not permitted to tag Devon Ghost Tours in any videos on Facebook or other public websites. Anyone who has tagged Devon Ghost Tours will be asked to remove the tag and any Devon Ghost Tours names associated with the footage. ALL video footage evidence must be emailed to Devon Ghost Tours who will upload to their website and official Facebook group.

You must be booked on the tour 10-15 minutes before the tour is about to start and check in with the tour guide.

All details shown on this website were correct at the time of publishing but subject to change without notice.

The size of tour groups is limited for guests' enjoyment and safety.

All tours are for entertainment purposes only.

On rare occasions tours may have to be cancelled by Devon Ghost Tours due to unforeseen circumstances. In this case pre-booked customers will be notified by email and phone. Transfers to another suitable tour will be offered. If no suitable tour can be agreed customers will be offered a refund.