



FAQ

Below are some **general frequently asked questions** about our little company.

Each of our tours has **in depth FAQs** on the tour pages specific to each tour.

Q: Can we pay on the day of the tour?

A deposit has to be made (except the Free Walking Tours) at the time of booking to secure your places. The remainder must be paid in cash to your guide on the day of the trip please.

Q: Can we add more people to our group after payment?

For the overall comfort of the group and the guide, we do limit group size. You may add as many people as you want, as long as there is availability. If you find that you can't all fit on, then please get in touch and we might be able to sort something out. Groups over 10, for any tour, should always get in touch with us first.

Q: Can we pay by credit card over the phone?

We can't take payments over the phone. We accept payments through PayPal, a secure payment system. And therefore we will never know your bank details. We can send you an invoice via email. You do not need a PayPal account to make a payment. You could use any credit or debit card or make a bank transfer.

Q: Can we just turn up at the meeting point without reserving?

Generally no!! You need to make a reservation online and pay a deposit. The Free Walking Tour is of course free, however, we ask for you to book your places so that we know how many guides we need. We don't want to overcrowd our tours! Saying that, we do sometimes get cancellations and no-shows so if you did just turn up, we will, if we can, fit you on. But we can't guarantee that there will even be a tour that day.

Q: Do you offer discounts?

Yes! If you do two or more tours with us we will happily offer a 10% discount on the Tour. The discount is only on the bike tours. On our confirmation email you will find a promotional code that you can use in the next booking to give you the discount.

Q: Where do the tours start and when should I arrive?

All of our tours meet at different locations and times. (Map and directions provided with your booking confirmation). Please arrive 10 minutes before your tour is scheduled to begin, and give yourself extra time if your unsure of the location.

Q: How many people will there be in a group?

Kayaking and Snorkeling: The tour will be divided in to groups of **maximum 12 people** (Spanish law requires that there is one guide per 16 kayakers) never more. We allow more for private groups.

Bike Tours: **No more than 10** unless it's a private tour.

Walking Tour: We can take up to 25, but this never happens, we don't very often reach more than 10.

Q: Who will be taking me on the tour?

One of our experienced and highly trained guides will lead you and your group on the tour.

Q: Where is your office in Barcelona?

We are an office-less company, that way we keep our overheads low and can pass these savings onto you.

Q: What is your cancellation policy?

We understand that whilst traveling plans can change and that you may need to cancel your tours. Just give us 48 hours advance notice, and we will offer a full refund on any amount that you have paid (with the exception private group trips, which must be canceled 7 days in advance for a full refund). If you need to cancel within 48 hours of our reservation we generally cannot offer any refund, unless we can fill your spots. It may be possible to reschedule your booking for another day, depending on availability.

Q: When do you cancel tours for weather?

Please see the specific tour pages for this.

Q: Do I need to tip my guide?

No, only if you want to and feel that it's deserved. Tips are never expected (well, except the Free Walking Tour), but always appreciated.