

General Terms of Trade

Quote :

Following first contact and according to the details you send us (themed day trip chosen, number of people, date etc...) London Incognito will send, as soon as possible, a step-by-step programme proposal along with a quote.

After validation of the programme, London Incognito will begin the organisation.

Please note, the referred prices on the website (« from... ») may vary according to the number of participants, their age, the time of the year etc... They are not contract value, therefore, a quotation will be issued upon request.

These programmes don't include ticket transport to get to London neither your accommodation on the spot.

Self guided or guided visit :

When planning each day, London Incognito suggest you either, a self guided programme with the step by step itinerary or a guided tour with a friendly courier. Both possibilities will be proposed in the quote.

Payment :

All the services must be paid at the final validation of the programme, either by sending a cheque or making a direct transfer.

For groups of more than 10 people, your validation will be expected to come with a deposit of 50% of the final amount and the balance must be paid 72 hours before the event. Any orders made 15 days or less before the event, must to be fully paid at the time of booking.

For groups of less than 10 people, the service must be fully paid as soon as you confirm your order.

Cancellation :

By London Incognito or by the providers :

Should London Incognito have to cancel the day due to any reason of their own, the customer will be fully refunded.

Should one of the activities or a part of the programme have to be cancelled due to one of our providers (restaurant, museum, events etc...), London Incognito will propose another similar activity, and will review the prices of the day for you.

By the customer :

The customer may cancel his order by registered mail, written and signed, 15 days before the date of the event.

In this case, the customer will be fully refunded of his deposit or payment.

In the case of the customer cancelling less than 15 days in advance, London Incognito will keep 20% of the total cost. 50% will be kept if the cancellation is made 48 hours before the event.