

ATLAS STONE GROUP LTD
trading as Next Stop Tours / Next Stop Group Tours

TERMS AND CONDITIONS

of Service and Booking

Effective Date: June 2025 | Version: 1.0

These Terms apply to:

Walking Tours · Day Trips from London · Student Compass Programme

1. INTRODUCTION AND COMPANY INFORMATION

These Terms and Conditions ("Terms") govern your use of all services provided by Atlas Stone Group Ltd, trading as Next Stop Tours and Next Stop Group Tours ("we", "us", "our", "the Company"). By making a booking, purchasing a product, or entering into a partnership agreement with us, you ("Customer", "you", "your") agree to be bound by these Terms in their entirety.

Company Details

- Legal name: Atlas Stone Group Ltd
- Trading names: Next Stop Tours; Next Stop Group Tours
- Registered address: 71–75 Shelton Street, London, England, WC2H 9JQ
- Website: nextstoptours.co.uk
- Email: hello@nextstoptours.co.uk

These Terms apply to all three product lines operated by the Company:

- Walking Tours (London and other UK cities)
- Day Trips from London by train
- Student Compass Programme (wholesale university and student union partnerships)

IMPORTANT: Where you have booked through a third-party Online Travel Agent ("OTA") such as GetYourGuide or Viator, the OTA's own terms and conditions will also apply in addition to these Terms. In the event of conflict, the OTA's terms will prevail only in respect of the booking transaction itself. All matters relating to the actual tour or trip remain governed by these Terms.

2. DEFINITIONS

In these Terms, the following definitions apply:

- "Booking" means a confirmed reservation for any tour, day trip, or programme seat.
- "Direct Booking" means a booking made directly through the Next Stop Tours website or by direct communication with the Company.
- "OTA Booking" means a booking made through a third-party Online Travel Agent, including but not limited to GetYourGuide and Viator.
- "Tour" means any walking tour, guided experience, or day trip operated by or on behalf of Next Stop Tours.
- "Day Trip" means a single-day excursion from London to destinations including Brighton, Bath, or Oxford, operated by Next Stop Tours.
- "Student Compass Programme" means the wholesale annual day trip programme supplied to universities, student unions, and higher education institutions under a separate Partnership Agreement.
- "Partner Institution" means any university, student union, or higher education body that has entered into a Student Compass Partnership Agreement with the Company.
- "Lead Name" means the individual named on a booking who is responsible for all members of a group.
- "Itinerary" means the planned route, schedule, stops, and activities for any given Tour.

- “Force Majeure Event” means any event beyond the reasonable control of the Company, including but not limited to severe weather, industrial action, pandemic, government restriction, or acts of terrorism.

3. MAKING A BOOKING

3.1 Direct Bookings

Direct bookings may be made via the Next Stop Tours website or by direct communication with the Company. A booking is not confirmed until you receive written confirmation from us. We reserve the right to decline any booking without providing a reason.

3.2 OTA and Third-Party Bookings

If you book via GetYourGuide, Viator, or any other third-party platform:

- Your booking contract for the transaction is with the OTA. Payment, voucher issuance, and booking management are governed by the OTA’s terms.
- The OTA acts as agent. The actual tour or day trip is operated by Next Stop Tours, and all matters relating to the experience on the day are governed by these Terms.
- Cancellation and refund queries for OTA bookings must be directed to the relevant OTA in the first instance. We will honour the OTA’s refund decisions only to the extent permitted by our own cancellation policy.
- We are not liable for errors, overbooking, or misrepresentation by the OTA.

3.3 Student Compass Programme Bookings

Partner Institutions enter into a separate written Partnership Agreement that supersedes these Terms in the event of any conflict relating to programme-level matters. These Terms apply to all individual student participants on any tour or day trip. The Partner Institution is responsible for communicating these Terms to all participating students.

3.4 Group Bookings

For group bookings of ten (10) or more persons, please contact us directly. Group bookings are subject to separate terms agreed in writing. A Lead Name must be provided for all group bookings. The Lead Name accepts responsibility for payment on behalf of the group and for ensuring all members of the group comply with these Terms.

4. PRICING AND PAYMENT

4.1 Prices

All prices are quoted in Great British Pounds (GBP) and are inclusive of VAT where applicable, unless expressly stated otherwise. Prices for Student Compass Programme contracts are quoted exclusive of VAT.

4.2 Payment

- Direct bookings must be paid in full at the time of booking unless otherwise agreed in writing.
- OTA bookings are subject to the OTA's payment terms.
- Student Compass Programme fees are invoiced to the Partner Institution pursuant to the Partnership Agreement. Payment terms are thirty (30) days from invoice date unless otherwise agreed in writing.

4.3 Price Changes

We reserve the right to amend prices at any time prior to a booking being confirmed. Once a booking is confirmed in writing, the price is fixed for that booking. We are not liable for price discrepancies displayed on third-party platforms.

5. CANCELLATION POLICY AND REFUNDS

IMPORTANT NOTICE: Next Stop Tours operates a strict No Refund Policy on all confirmed bookings. By completing a booking, you acknowledge and agree that no refunds will be issued under any circumstances, save for the limited exceptions expressly set out in this section.

5.1 Cancellation by the Customer — Direct Bookings

If you cancel a Direct Booking for any reason, including change of plans, illness, or personal emergency:

- No refund will be issued regardless of the notice period given.
- No credit note, date transfer, or substitution will be offered unless at the sole and absolute discretion of the Company.
- We strongly recommend that all customers purchase appropriate travel insurance to cover cancellation costs.

5.2 Cancellation by the Customer — OTA Bookings

For OTA bookings, the cancellation and refund policy of the relevant OTA applies to the booking transaction. However:

- Where an OTA refunds a customer and seeks reimbursement from us, we will consider such requests on a case-by-case basis. We make no guarantee of reimbursement.
- Any goodwill refund offered via an OTA does not set a precedent for future bookings.

5.3 Cancellation or Amendment by Next Stop Tours

We reserve the right to cancel or amend any Tour or Day Trip at any time. In the event that we cancel a Tour:

- Direct bookings: we will offer a full refund of amounts paid to us, or the option to transfer to an alternative date where available.
- OTA bookings: we will notify the OTA and cooperate with their refund process.
- Student Compass Programme: cancellation and rescheduling provisions are set out in the Partnership Agreement.

We will not be liable for any consequential loss, including but not limited to travel costs, accommodation, or loss of earnings, arising from cancellation of a Tour by us.

5.4 Force Majeure

We will not be liable for cancellation, curtailment, or amendment of any Tour caused by a Force Majeure Event. In such circumstances we will endeavour to offer an alternative date or a credit note, but no cash refund is guaranteed. We strongly recommend customers hold travel insurance covering Force Majeure events.

5.5 Non-Attendance

If you fail to appear at the designated meeting point at the published departure time, your booking will be forfeited with no refund. We are not obliged to delay departure beyond the published time.

6. TOUR OPERATIONS, ROUTES AND ITINERARIES

6.1 Right to Alter Itineraries

All itineraries, routes, schedules, meeting points, departure times, and included activities are published in good faith and are subject to change without notice. We expressly reserve the right to:

- Alter or amend the route of any walking tour or day trip at any time.
- Change, substitute, or remove any attraction, activity, or point of interest from an itinerary.
- Adjust departure or return times due to operational, logistical, or safety requirements.
- Change the meeting point or drop-off location.
- Split, merge, or reschedule tours at our discretion.
- Operate tours with a different guide from the one advertised.

Changes may occur due to, but are not limited to: adverse weather, attraction closures, public events, transport delays, crowd management requirements, or guide availability. Such changes do not entitle you to a refund.

6.2 Minimum Numbers

We reserve the right to cancel a Tour if minimum participant numbers are not reached. In such cases, Direct Booking customers will be offered a full refund or the option to transfer to an alternative date.

6.3 Transport

Day trips operate using coach transport and/or scheduled train services. We are not liable for delays caused by traffic, rail network disruption, or other circumstances outside our control. Departure times are estimates only. Passengers must be at the designated meeting point at the published time; late arrivals may not be accommodated and no refund will be given.

6.4 Guides

Tours are led by trained guides who may be employed staff, contractors, or student guides. We reserve the right to change, substitute, or remove a guide at any time without prior notice. This does not affect your booking or entitle you to any refund.

6.5 Photography and Video

Photography and video content may be captured during tours for marketing and promotional use. By participating in a tour, you consent to your image being used in such materials. If you do not wish to be photographed, please notify your guide at the start of the tour.

7. WALKING TOURS — SPECIFIC TERMS

7.1 Outdoor Activity

Walking tours take place outdoors and are subject to weather conditions. Tours will proceed in most weather conditions. We do not guarantee shelter from rain or extreme temperatures. Participants should dress appropriately for British weather conditions.

7.2 Physical Requirements

Walking tours involve sustained walking, often on uneven surfaces, cobblestones, or steps. It is your responsibility to ensure you are physically capable of completing the tour. We accept no liability for injury arising from failure to disclose a relevant physical condition prior to participation.

7.3 Age Policy

All participants must be aged 18 or over. We reserve the right to refuse participation to any person who cannot provide satisfactory evidence of age upon request. Persons under the age of 18 will not be permitted to join a tour under any circumstances.

7.4 Tip-Based Tours

Where a walking tour is offered on a free or pay-what-you-wish basis, gratuities are encouraged but are not mandatory. No refund claim can arise from a tip-based tour pricing structure.

8. DAY TRIPS FROM LONDON — SPECIFIC TERMS

8.1 Inclusions and Exclusions

Day trip packages include the services specified at the time of booking. Unless expressly stated, prices do not include: personal meals and refreshments, personal shopping, optional paid entry to attractions not listed as included, personal travel insurance, or gratuities.

8.2 Coach Travel

Where coach transport is provided, seats are allocated at the Company's discretion. We make no guarantee of specific seating arrangements. Passengers must comply with all reasonable instructions given by the driver. We are not liable for motion sickness or discomfort during travel.

8.3 Attraction Availability

Third-party attractions, venues, and ticketed activities are subject to their own terms and opening hours. We are not responsible for closures, changes to opening hours, or reduced access beyond our control. Where a pre-booked attraction is unavailable, we will endeavour to provide a reasonable alternative but cannot guarantee this.

8.4 Free Time

Itineraries include periods of designated free time during which participants explore independently at their own risk. The Company accepts no responsibility for personal safety, loss of property, or injury during unsupervised free time periods.

9. STUDENT COMPASS PROGRAMME — SPECIFIC TERMS

9.1 Programme Structure

The Student Compass Programme is a wholesale business-to-business product sold to Partner Institutions. The following terms apply in addition to the general terms set out herein. In the event of conflict between these Terms and the Partnership Agreement, the Partnership Agreement shall prevail.

9.2 Partner Institution Responsibilities

The Partner Institution agrees to:

- Communicate these Terms to all student participants prior to participation.
- Obtain all necessary consents and permissions from student participants, including consent to photography and data sharing.
- Ensure student participants are made aware of the itinerary, meeting times, and behavioural expectations.
- Appoint a nominated contact person responsible for coordinating with the Company.
- Ensure students are aware that no refunds will be issued for non-attendance.

9.3 White-Label Option

Where the Partner Institution elects to operate the programme under white-label branding, the Company provides the core programme only, comprising trips, guides, itineraries, and logistics. The Company does not produce, supply, or take responsibility for any marketing materials, promotional assets, or student-facing communications. The creation, design, approval, and distribution of all marketing materials under a white-label arrangement is the sole responsibility of

the Partner Institution. The Company makes no representation as to how the programme is presented to students under white-label branding and accepts no liability for any claims arising from the Partner Institution's marketing communications.

9.4 Revenue and Pricing

The Partner Institution is entitled to resell seats to student participants at any price of its choosing. The Company receives only the fixed annual contract fee as agreed in the Partnership Agreement. The Partner Institution retains all margin above the contract fee. The Company makes no guarantee as to the profitability of any resale arrangement.

9.5 Programme Changes

We reserve the right to alter the programme itinerary, destinations, dates, premium activities, and guide allocation for any trip within the annual programme. We will provide reasonable notice of material changes wherever possible. Changes to the programme do not entitle the Partner Institution to a reduction in contract fee, unless expressly provided for in the Partnership Agreement.

9.6 Student Guides

Student guides are engaged by the Company as contractors or employees. The Company is responsible for their training, welfare, and conduct. The Partner Institution accepts that student guides may be drawn from institutions other than their own unless otherwise agreed in writing.

9.7 Impact Reporting

Where an impact report is included in the contracted package, reporting timelines and content are at the Company's reasonable discretion. Reports are provided in good faith as an informational tool and do not constitute an audit or guarantee of student outcomes.

10. PARTICIPANT CONDUCT

All participants are expected to behave in a respectful and lawful manner at all times. We reserve the right to remove from a tour, without refund, any participant who:

- Acts in a threatening, abusive, or intimidating manner toward guides, staff, or other participants.
- Is intoxicated or under the influence of illegal substances at departure or during the tour.
- Engages in behaviour that in our reasonable opinion endangers themselves or others.
- Fails to comply with reasonable instructions given by the guide or driver.
- Causes damage to property at any visited attraction or venue.

Where a participant is removed under this clause, no refund will be issued and the Company reserves the right to recover any costs incurred as a result of the participant's conduct, including any damage costs.

11. LIMITATION OF LIABILITY

11.1 Our Liability

The Company's liability to you in respect of any claim arising from a booking is limited to the total amount paid to the Company for that booking.

We accept no liability for:

- Loss, theft, or damage to personal property during a tour.
- Personal injury arising from participation in outdoor activities or walking on uneven terrain.
- Delays, curtailments, or changes caused by third-party transport providers, attractions, or Force Majeure Events.
- Loss of enjoyment, consequential loss, or indirect loss of any kind.
- Acts or omissions of third-party OTA platforms.
- The conduct of other participants.

11.2 Statutory Rights

Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited under applicable law, including the Consumer Rights Act 2015 where applicable.

11.3 Travel Insurance

We strongly recommend that all participants purchase comprehensive travel insurance prior to travel, covering cancellation, medical expenses, personal liability, and loss of belongings. The Company accepts no responsibility for costs that would have been covered by appropriate insurance.

12. HEALTH, SAFETY AND SPECIAL REQUIREMENTS

12.1 Health Conditions

It is your responsibility to inform us of any health condition, disability, or mobility limitation that may affect your ability to participate in a tour. We will endeavour to accommodate reasonable requirements but cannot guarantee accessibility at all locations. If you are unsure whether a tour is suitable, please contact us before booking.

12.2 Medical Emergencies

In the event of a medical emergency during a tour, our guides are trained in basic first aid and will contact emergency services as appropriate. You consent to emergency medical treatment being sought on your behalf where you are unable to provide consent yourself. Any resulting medical costs are your responsibility.

12.3 Alcohol and Substances

Consumption of alcohol during tours is only permitted where expressly included or sanctioned. Participants who are visibly intoxicated may be refused participation or removed from a tour without refund.

13. DATA PROTECTION AND PRIVACY

We process your personal data in accordance with our Privacy Policy, available at nextstoptours.co.uk. By making a booking, you consent to the processing of your personal data as described therein.

For Student Compass Programme purposes, the Partner Institution and the Company are independent data controllers in respect of student personal data. Each party is responsible for its own compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Photography and video captured during tours may include participant images. We will use such material only for legitimate marketing and promotional purposes. You may request removal of identifiable images by contacting us at hello@nextstoptours.co.uk.

14. INTELLECTUAL PROPERTY

All content produced by or on behalf of Next Stop Tours, including but not limited to itineraries, operational materials, photography, video, the Student Compass Programme framework, and website content, is the intellectual property of Atlas Stone Group Ltd and is protected by applicable copyright and intellectual property law.

Under a white-label arrangement, the Partner Institution creates and owns its own marketing materials. The Company retains all intellectual property rights in the programme framework, itineraries, operational materials, and any content it produces. No licence to the Company's intellectual property is granted to the Partner Institution beyond what is strictly necessary to operate the programme.

15. COMPLAINTS

If you are dissatisfied with any aspect of your tour experience, we encourage you to raise the matter with your guide at the time where possible. Formal complaints should be submitted in writing to hello@nextstoptours.co.uk within fourteen (14) days of the tour date.

We will acknowledge complaints within five (5) business days and endeavour to provide a full response within twenty-eight (28) days. For OTA bookings, the OTA's complaints process should be followed in the first instance.

16. AMENDMENTS TO THESE TERMS

We reserve the right to update, amend, or replace these Terms at any time. The current version will always be published at nextstoptours.co.uk. Your continued use of our services following any

change constitutes acceptance of the revised Terms. For Student Compass Programme partnerships, material amendments to these Terms will be communicated to Partner Institutions in writing.

17. GOVERNING LAW AND JURISDICTION

These Terms are governed by and construed in accordance with the laws of England and Wales. Any dispute arising out of or in connection with these Terms or any booking shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Nothing in this clause affects your statutory rights as a consumer under applicable UK law.

18. ENTIRE AGREEMENT AND SEVERABILITY

These Terms, together with your booking confirmation and (where applicable) the Student Compass Partnership Agreement, constitute the entire agreement between you and the Company in respect of the services and supersede all prior agreements, representations, or understandings, whether written or oral.

If any provision of these Terms is found to be unlawful, void, or unenforceable, that provision shall be deemed severable and shall not affect the validity and enforceability of the remaining provisions.

19. CONTACT INFORMATION

For all enquiries relating to bookings, complaints, or these Terms, please contact the Company using the details below:

- Legal name: Atlas Stone Group Ltd
- Trading names: Next Stop Tours / Next Stop Group Tours
- Registered address: 71–75 Shelton Street, London, England, WC2H 9JQ
- Email: hello@nextstoptours.co.uk
- Website: nextstoptours.co.uk

These Terms were last updated in June 2025.