

Private Tour Terms and Conditions:

- Our private tours run **rain or shine**
- We have a no refund policy
- We have a **no refund or credit policy for any unused tickets**, after the tour has taken place. We pre-order some of the food on the tour. We will have already spent money on the food for the no-shows.
- We have a **no refund policy after the tickets have been purchased**. If you find out after the purchase that person(s) in your group can't make the tour, we can issue you a credit on those tickets. The credit doesn't expire and can be used for any of our 10 cities.
- The value of **unused tickets can not be used for alcoholic drinks**.
- If there is **inclement weather** in the forecast, **you may reschedule your tour**. Should you choose to reschedule, we will convert your tickets into a credit that doesn't expire. You can take the tour at a later date. Simply reach out to josh@sidewalkfoodtours.com with a new date/time and we'll check availability.
- **You may reschedule** without penalty for any reason as long as you give us **48 hours advance notice**. If you reschedule within 48 hours, there is a \$100 fee per tour guide.
- **You must arrive 10 minutes before the tour start time**. We make reservations at some of the restaurants. We need to arrive at the restaurants on time.
- If your group is **more than 10 minutes late, there is a \$100 fee**. If your group is more than **30 minutes late, your tour guide will leave, there will be no tour and no refund**.
- The **tour will start on time** with the people who arrive on time. Late comers can text people in your group to catch up to the group.
- We need to know at least **72 hours before the tour if anyone has a food allergy or dietary restriction**. We can accommodate most dietary restrictions with 72 hours advance notice.

- There is a **\$15 per person fee for gluten-free, dairy-free, and vegan participants**. The fee is only charged for folks with those dietary restrictions, not the entire group.
- There is a **20% auto-gratuity for your guide**. We will charge your card the 20% gratuity after you book the tour tickets, and send you the receipt.
- Everyone who take a food tour with us **must sign a sign-in form and waiver**. Your guide will share a QR code with the waiver upon arrival at the tour.
- We can take up to **18 people on a food tour with one guide**. For groups of more than 18 people, we will split up into multiple groups, each with their own guide. There is a **\$100 fee per additional guide**.
- You can pay for alcoholic and non-alcoholic drinks on a separate tab. It's a transaction between you and the restaurant. If there isn't anyone in your group with a company credit card, we can put the drinks on our tab. We will charge the drinks, after the tour is over, to the card we have on file for you, and send you a receipt. There is a **15% surcharge** on top of the drinks bill **if we put the drinks on our tab**.
- Our private food tours are **delicious, relaxing and fun**. The terms and conditions above are so everyone knows in advance what to expect.
- We provide **structure** on our food tours so **everything runs smoothly**. All your team needs to do is wear comfy shoes and bring their appetite. We take care of the rest. **Come eat with us!**