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Section 1

Search & Book

Booking a Tour or Activity

To book a tour or activity on TripAdmit, navigate to or search for your desired location and choose a tour at that location that you wish to purchase.

Once you have successfully chosen a tour or activity there are a number of selections you must search for tour availability before you can proceed to payment, to search availability on a tour screen, you must select the following in the 'Search Availability' section:

1. Select the participants that will be attending.
[Adults, Children, Elderly etc...]
2. Choose your date of arrival
3. Select the language for your tour/activity [if applicable]

Once you are happy with your selection, click 'Search' and you will be displayed the number of tours starting times for your chosen date, click on the starting time slot that suits your availability. Once you have chosen your time slot, click 'Select' to proceed to the checkout screen.

Enter Billing Details

The final step before securing your booking is to enter your billing and payment details. You must now enter the cardholder details, they are:

1. First Name
2. Last name
3. Email
4. Email Confirmation
5. Mobile/Cellular Phone Number
6. Address
7. City
8. Country of Origin

You can choose to enter different traveler details if these are different to the cardholder details however the card holder details will be used as default unless you uncheck the tick box to do so.

Information Requested by Local Partners

Some tour operators will request information such as your hotel location for hotel pickup, this requested information can vary but it is asked before you enter your card details. This information must be inputted if requested.

Card Details

TripAdmit accepts all major forms of credit and debit card. Secure payment is taken in full at the time of purchase, customers can typically cancel without a penalty up to 48 hours before the start of their tour or activity.

To complete your purchase, enter the following details:

1. 16-digit card number
2. Expiry month and date
3. CCV number

Press 'Pay Now' to complete your purchase.

Upon successful payment of your tour/activity you will now be navigated to the **booking confirmation screen**.

Section 2

Activity Information

Activity information overview

Every activity has a section with the tour or activities information, this information is broken down as:

Highlights

Bullet point information about a tour or activities highlights

Highlights

- Choose from 24, 48, or 72-hour ticket options
- Hop-on and off the open-top buses as many times as you wish
- Experience the best views of Dublin's most famous sites, from St. Stephen's Green to the home of Guinness - and everything in between
- Discover the city from a local's perspective on a live guided tour

Full Description

The tour or activities full description, collapsed by default, press 'Show more' to display the full description.

Full description Tour the streets of Dublin on this hop-on-hop-off, hop-off bus sightseeing tour. Explore Dublin with the freedom to explore where you want, when you want.
[Show more](#)

Inclusions

Each tour will include a list of inclusions that a customer receives upon purchase of his/her ticket.

- Includes
- ✔ Hop-on, hop-off sightseeing bus tour of Dublin on an open-top bus
 - ✔ Sightseeing ticket valid for 24 hours (Classic), 48 hours (Premium), or 72 hours (Premium Plus)
 - ✔ Free walking tour
 - ✔ Travel on the red route covering 25 key stop locations
 - ✔ Live English-speaking guide or recorded commentary in 8 different languages

Duration & Starting Time

Before Purchase

The duration of a set time tour is found under the 'About this experience' title

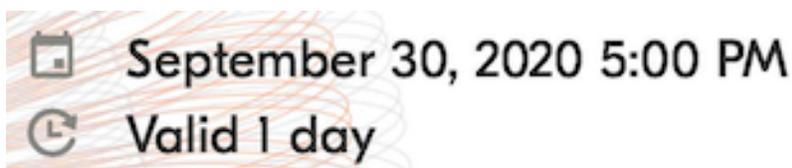
About this experience



Duration 1.5 hour

After Purchase

The ticket the customer receives also displays the duration of the tour along with the starting date



Preparing For the Activity

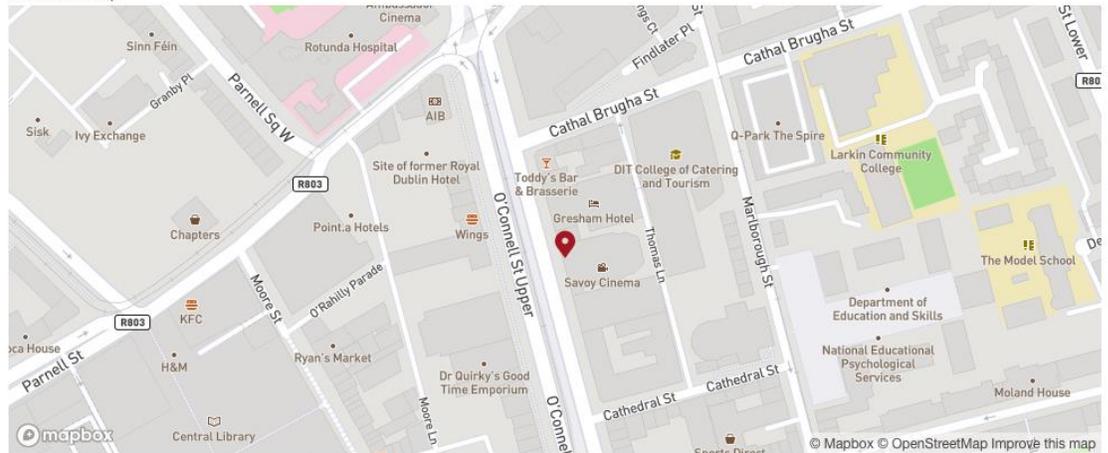
Meeting Point

Each tour or activity has an agreed meeting point where the customer must make their way to in order to redeem their purchase. This is displayed under the meeting point heading and is also included on the customer's ticket.

Meeting Point

You can go to any of the Big Bus, Bus Stops where the Bus Driver will activate your voucher and you can then gain access to the Bus. Suggested Stop would be number 1 - 14 O'Connell Street, Dublin.

[Show on map](#)



Hotel Pickup

Some tours or activities include a hotel pickup, this additional information will be requested in the checkout flow if the individual supplier offers the service.

Important Information

From time-to-time suppliers will add current important information to their tour or activity, this information can be found under the important information section.

Important Information

• To uphold new safety & hygiene standards due to COVID-19, the local partner may have to operate a reduced service and changes to ticket inclusions. This may include reduced frequency of departures, changes to routes and removal of stops

Section 3

Meeting Point & Pickup

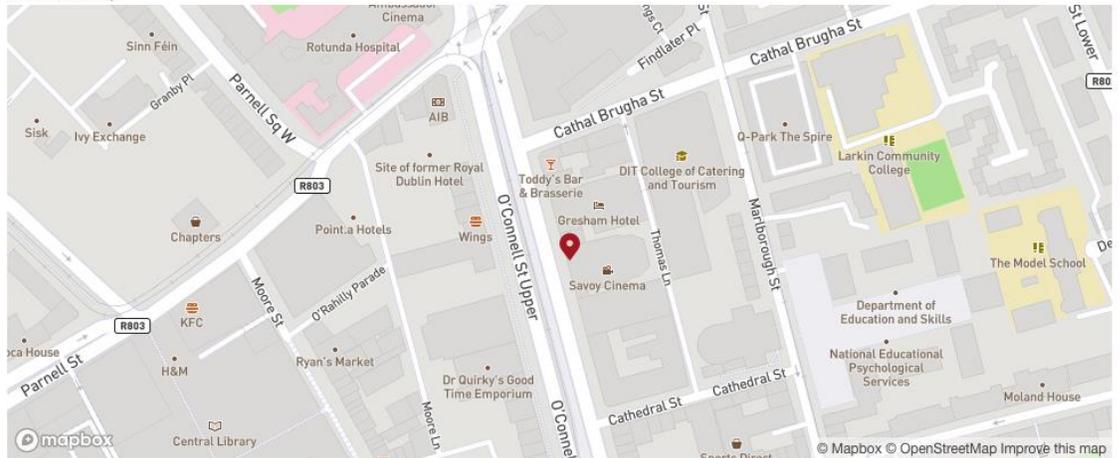
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[Show on map](#)



Hotel Pickup

Some tours or activities include a hotel pickup, this additional information will be requested in the checkout flow if the individual supplier offers the service.

Once a booking with hotel pickup has been place, the local supplier will then get in contact with the customer to arrange the pickup time on the starting date of the tour or activity.

Section 4

The Activity - On the Day

I can't find the meeting point. What do I do?

Firstly, check the meeting point information on your ticket, ensure that the date and time are correct. input the meeting point information on your map.

If you are still unsure, please contact the local supplier. You can find their phone number on your ticket.

If the local supplier does not respond, follow the contact details supplied on your ticket.

I'm running late, what do I do

Firstly - call your tour or activity supplier and inform them of your situation, most suppliers will understand if you are running a short time behind schedule. In the unfortunate event that you cannot make your booked time at all, it is at the discretion of the local supplier if they are willing to offer you a rebooking time slot or a refund.

You can find contact details for the local supplier on your ticket. In the event that they don't respond, please contact us directly with the contact information supplied on your ticket.

The diver/guide is not here. What do I do?

Firstly, please ensure that you are at the correct meeting point or pickup location at the right time and date. You should also check the phone number and email address you provided when booking to see if the local supplier has tried to contact you.

Since the local supplier might have independent branding, please look to see if you can identify them. The suppliers name and brand is mention on your ticket.

In you are still unable to locate your driver or guide, please call our local supplier. The phone number is under their name on your ticket. If the local supplier doesn't respond, contact us via phone. Our contact details are also displayed on your ticket.

Section 5

Booking Management

Cancel My Booking

Most suppliers offer free cancellation 24 hours prior to the start of the tour/activity. To cancel your booking please contact the local supplier and inform them that you cannot attend at your booked time, from here a full refund will be issued.

Cancellation Confirmation

Once a booking has been cancelled and confirmed you will receive the full refund to the account you used to pay for the original booking in no more than 3-5 business days.

Cancellation by Local Supplier

In the unlikely event that the local supplier needs to cancel your booking, you will receive a full refund. We will do our best to offer an alternative date/time slot, tour or activity for you.

All refunds are automatically processed via the same payment method you used to book the tour or activity. Funds will appear in your account within 3-5 business days.

Section 6

Cancellation Policy

Cancel My Booking

Most of our activities come with a 24-hour cancellation policy, meaning you can cancel your booking up until 24 hours before the activity starts to receive a full refund.

You'll find more information regarding your booking's cancellation policy on your ticket. Your booking will either be fully refundable, partially refundable or non-refundable depending on the local partner's policy. All cancelable bookings will display a deadline for cancellation on the ticket.

Section 7

Payments & Refunds

Pay on Arrival

It is not possible to book one of our tours or activities upon arrival. Please use the website to book a tour or activity prior to your intended arrival date.

Payment Problems

If you are experiencing payment problems, please try the following:

- Check that you have entered the correct card details
- Check that your payment method hasn't expired
- If within some countries, check that you have online payment authentication enabled

- Choose an alternative payment method
- Contact your bank

Refund Requests

If you cancel your booking within the cancellation policy, your refund will be automatically processed via the same payment method you used to book the tour/activity.

The refund amount will appear in your bank account within 3-5 business days.

If you are unhappy with your experience on the tour or activity, please contact us directly to request a refund, please inform us of the reason(s) for this. These refund requests are evaluated on a case by case basis in conjunction with the local supplier of the tour or activity.

In the unlikely event that the local supplier needs to cancel your booking, you will receive a full refund. We will do our best to offer an alternative date/time slot, tour, or activity for you.

All refunds are automatically processed via the same payment method you used to book the tour or activity. Funds will appear in your account within 3-5 business days.

If the local supplier has informed you directly about a cancellation and you have not received a cancellation confirmation email from us, please contact us directly.

Section 8

Data & Privacy

Our Commitment to You

The customer is at the heart of everything we do. Our goal is to maintain your trust and confidence by handling your personal information with respect and putting you in control. It's important that you know what personal information TripAdmit Limited collects about you, and how we use it. We have done our best to make our explanations short and easy to understand. If we ever make any major changes to our privacy practices, we'll let you know. If necessary, we'll also ask for your permission.

What Information We Have & Where We Get It

- When you create an account or buy a product, we will collect your information which, depending on the service we are providing, may include your contact and billing information.
- When you use our websites or apps, we collect information such as the browser and device you're using, your IP address, your location, the site you came from, what you did and didn't use on our

site/app, or the site you visit when you leave us. For more information on how we collect this information, see our Cookie Policy.

- When you use a social media feature within our website or apps, and you post to social media platforms, the social media site will provide us with some information about you.

How We Use Your Information & Why

1. For the action facilitating the transaction

We may provide other paid products and/or services within the TipAdmit Service. In that case, we work with third parties such as online travel agents and suppliers. In all cases we will use third-party services for payment processing (e.g., payment processors). TripAdmit will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

The payment partners we work with are:

- Stripe: [<https://stripe.com/ie/privacy>] (<https://stripe.com/ie/privacy>)
- Adyen: [<https://www.adyen.com/policies-and-disclaimer/privacypolicy>]
(<https://www.adyen.com/policies-and-disclaimer/privacypolicy>)

We and our partners use your information so we can process your order, take payment, and provide you with customer support.

2. For our legitimate business interests

- To conduct market research and analysis which helps improve and customize our products and services.

- For our marketing purposes, unless your consent is required for such marketing (see section 3 below).

- To send you customer service emails including booking confirmation and event reminders.

- To prevent or detect unlawful behavior, to protect or enforce our legal rights or as otherwise permitted by law.

- To ensure the security of our and our suppliers' operations.

- To create a profile about you to help us personalize our services to you. For example, if you purchase tours in Rome and you have consented to our marketing, we will inform you about other tours we think you might be interested in. For further information (see section 3 below)

3. Where you've given your consent

- To contact you with information or offers regarding our suppliers upcoming events, products, or services – this may be via email, via push and web notifications, via SMS, or social media platforms. You can change your marketing preferences at any time, see “Your choices and rights” section below.

- To provide you with location-based services – such as through our apps which allow you to see yourself on the map so we can use your location to send you push notifications about what’s going on around you.

- To deliver tailored advertising and marketing communications on our websites and apps (see our Cookies Policy for more information).

Who We Share Your Data With

- Companies who provide services for us such as marketing, profiling, reporting and technical support. Companies who provide services for us such as marketing, profiling, reporting and technical support.

- Our third-party service providers (sometimes known as data processors) such as cloud computing providers who provide the IT infrastructure on which our products and systems are built.

- Our Supplier Partners so that they can run the tour and for other reasons described in their privacy policies. We will always name the Supplier Partners when you purchase a product, and you may be given the option to subscribe to receiving marketing from them.

- Government agencies or other authorized bodies where permitted or required by law.

- Any successor to all or part of our business.

Transfer of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction. If you choose to provide information to us, please note that we transfer the data, including Personal Data, to the location of the supplier. TripAdmit will process data in Ireland. Payment data will be transferred to the country of the payment processor and merchant of record.

Your submission of such information represents your agreement to that transfer.

TripAdmit Ltd will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

Your Choices & Rights

Your choices

Where you have given us your consent, you can withdraw it by doing the following.

- To stop receiving our marketing you can change your preferences and follow the unsubscribe instructions in any of the emails we send you or contact us and we will do it for you.
- To opt out of the use of cookies and tracking tools, please see our Cookie Policy.
- To opt out of location tracking and push notifications, you can change the settings on your device or keep your location off. To stop web push notifications, you will need to use your browser settings.

Your rights

You also have rights over how your personal information is used including:

- The right to object to our processing of your data.
- The right to request that your information be erased or restricted from further use.
- The right to request a copy of the information we hold about you.
- The right to correct, amend or update information you have given us (where you have an account with us you can also do this by logging in and updating your information).
- The right to contest any automated decision we make about you. An automated decision is a decision taken without any human intervention which has legal consequences (e.g., credit checking). We don't typically carry out automated decision making but, if we do, we will make it clear where such decisions are being made.

To exercise any of the above rights please contact us. Please note that whilst we will carefully assess every request, we receive we may not always have to comply. When this happens, we will explain why.

Looking After Your Information

We have security measures in place to protect your information. The security measures we use will depend on the type of information collected.

We only keep your information for as long as required to provide you with the services you request, for the purposes outlined in this policy and for any legal purposes for which we are obliged to keep the information. We will securely delete your information when it is no longer required for these purposes, in line with our company policies.

As a global organization, we rely on shared services, some of which are located outside of Europe. As a result, in order to provide you with a seamless experience, your information may be transferred internationally.

When transferring information in this way, there are strict rules in place to ensure your data is still protected to a high standard. Where we do this, we will ensure that appropriate safeguards are put in place.

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. Our vouchers and tickets will be supplied and delivered by third parties. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Contact Us

If you have any questions about the above, or our approach to privacy, please get in contact with us.

By email: privacy@tripadmit.com

By visiting our website: www.tripadmit.com

Email: support@tripadmit.com