

## DAY EXCURSION TERMS & CONDITIONS

including, where applicable, CONCERT, THEATRE OR EVENT TICKETS

### BOOKING YOUR DAY EXCURSION

You may request to book an excursion by telephone or email. All bookings are subject to availability

### PAYMENT

For all day excursions full payment is required at the time of booking. Your booking will be confirmed by the issue of a booking confirmation/travel ticket.

### SEAT ALLOCATION

Coach seats are normally allocated in order of booking. We will do our utmost to accommodate seating requests, however, seat locations cannot be guaranteed.

### PICKUP POINT AND TIME

Your travel ticket clearly shows the departure point and time. Please check this carefully. You are responsible for ensuring that you are at the correct departure point at the correct time, and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point. We request all passengers to be at their chosen pick up point at least **10 minutes** before departure. Please note that we are unable to pick up or drop off passengers at points other than that stated on your travel ticket.

### AGE RESTRICTIONS

Children aged 16 years and under must be accompanied by an adult. Regardless of the above, there may be other age limitations imposed by the organisers of an event, show or concert.

### PASSENGER BEHAVIOUR

We reserve the unconditional right to refuse a booking or terminate a client's booking in the event of unreasonable conduct which in our opinion is likely to cause damage, distress, danger or annoyance to other clients, employees, property or to any third party. If you are prevented from travelling or continuing your excursion by such a termination our responsibility for your excursion thereupon ceases. Full cancellation charges will apply and we will be under no obligation for any refund, compensation or loss which you may incur. If the vehicle has to be cleaned and/or disinfected due to sickness or soiling, this will result in a £50 surcharge. Any damage caused to the vehicle will be charged in full.

### PASSENGERS WITH DISABILITIES

Should you or a member of your party have any medical condition or disability that may affect the excursion, including theatre/event bookings, please advise us prior to confirming the booking so that we can advise as to the suitability of the excursion or theatre arrangements. If a passenger requires assistance then they must travel with an able bodied carer or friend. We will make every effort to accommodate the passenger. Please advise us in advance if you intend to bring a wheelchair or scooter.

### LUGGAGE AND LOST PROPERTY

Luggage is carried at the owner's risk and we shall not be responsible for any property or equipment left on the coach. Any item of lost property will be held for a period of 1 month following the date of the tour in accordance with the minimum regulation laid down by the Road Traffic Act 1960 & the Public Services Vehicles (Lost Property) Regulations 1995.

### SEAT BELTS

It is a legal requirement that seat belts must be worn at all times. If you refuse to wear a seat belt or forget to use it, you will not be covered by the company's insurance and any fines incurred will have to be paid by yourselves.

## **CHANGES AND CANCELLATIONS**

### **A. BY THE COMPANY**

The arrangements for our excursions are made many months in advance. Sometimes minor amendments (such as to departure times or pickup points) are unavoidable and we reserve the right to amend details when required. We will do our best to keep you informed. In exceptional circumstances, we also reserve the right to change vehicles. For major amendments, such as cancellation due to insufficient bookings, passengers will be offered the choice of an alternative tour if available, or a refund in full of all monies paid. Either way, the company shall be exempt from any further liability.

### **B. BY THE PASSENGER**

You may cancel or amend your booking at any time prior to departure subject to the following conditions:

- For cancellations notified to us more than 7 days prior to departure time of the excursion, the company will refund 50% of the travel cost only (excluding the cost of any admission tickets which have been prepaid by the Company). If tickets are resold a full refund will be issued less a £10/per ticket administration fee.
- For cancellations notified to us less than 7 days prior to departure time of the excursion, no refunds are available.

### **SHOW CASTINGS (if applicable)**

We are unable to guarantee that advertised or particular performers will appear in any show or concert, and no refunds will be made unless offered by the supplier / promoter.

### **RIGHT OF ADMISSION (if applicable)**

The right of admission to any event is reserved to the promoter. The company will not accept any liability or offer any refund or compensation in the event that you are refused entry to a venue by nature of your behaviour or demeanour (e.g. being drunk or under the influence of alcohol, being or appearing to be under the age limit for admission, or acting in such a manner that you are refused entry). You must be prepared to be undergo a security search of your person and belongings if required on entry to the event.

### **CANCELLED EVENT / SHOW (if applicable)**

In the event of a show/event being cancelled twelve hours or more before commencement of the performance, we will make every endeavour to contact clients to inform them of the cancellation. The company will endeavour to obtain a transfer to a rescheduled date or refund in full.

### **FORCE MAJEURE**

We cannot accept responsibility for any disruption prior to / during or after a trip, arising out of matters of which we have no control, e.g. war, threat of war, riot, fire, flood, bad weather, industrial dispute, acts of terrorism or government action or similar events. We always allow plenty of time for the journey to a destination. In the unlikely event of a coach failing to arrive at the destination, or arriving after a show/performance start time, pre-booked time slot, or similar, we accept no responsibility for any such failure caused by accident, mechanical breakdown, bad weather, traffic or external forces outside of our control. No travel costs will be refunded once a journey has commenced.

### **ERRORS AND OMISSIONS**

Every effort has been made to ensure that all details provided are correct. Any advertising materials are merely a guide for you to make your destination choice when booking. We cannot be held responsible for any errors or alterations that may occur.

### **IF YOU HAVE A COMPLAINT**

If you have a complaint during your excursion, please inform our driver/courier immediately who will do his/her best to help you there and then. If the matter cannot be resolved on the day you must notify the company in writing within 14 days of the completion of your excursion.