



## TERMS AND CONDITIONS FOR DAY EXCURSIONS (and CONCERT OR EVENT TICKETS- where applicable)

### Booking your excursion (or concert/event)

You may book an excursion (or concert/event) by visiting one of our travel offices, or by telephone or on our website.

For day excursions full payment is required at the time of booking, but seats can be held on option for 7 days (48 hours within 14 days of departure) pending receipt of payment. For concerts a deposit of £50 per person is required at the time of booking, the balance is due 6 weeks before departure. Payment may be made by cash, cheque or credit/debit card.

Your booking will be confirmed by the issue of a Travel Ticket showing your joining point and time, seat number(s) and approximate return time.

### If you change your booking

Changes of pick-up point or any additional special requests cannot be guaranteed within 14 days of departure. If your booking includes a ticket for an event, show or concert, it may not be possible to change this in which case a cancellation charge as detailed below would be payable.

### If you cancel your excursion

You, or any members of your party, may cancel your excursion at any time provided that the cancellation is made by the person in whose name the booking was made. Any cancellation by you will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below.

#### Day Excursions

<i>Period before departure within which cancellation of package price is received</i>	<i>Amount of cancellation Charge as a % of total package cost</i>
More than 14 days	Transfer to alternative day trip
0 – 13 days	100%

Excursions that include admission, inclusions (such as meals, rail fare, guided tour etc...), theatre and concert tickets are non-refundable once the booking has confirmed. Where a deposit is paid for an excursion and the balance isn't paid in full on the due date, this will result in the booking being cancelled without refund or notice. Please make sure you take note of your balance due date printed on your confirmation.

Day Excursions are excluded from BCH & ABTOT Trading Charter.

**If we cancel or amend your booking**

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. 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.

**Missed departure**

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.

All drivers have a list of passengers joining at each point shown on clients' tickets, and in the event of clients not being at the arranged point will make every endeavour to trace them. The coach will wait a reasonable time, but if a client is delayed or not able to join the coach early notification will avoid unnecessary delay and inconvenience to other passengers.

**Delays/missed show/event etc.**

We arrange departure times to give reasonable allowance for delays which may be incurred en route to venues. In the event of delays beyond our reasonable control (e.g. accidents/roadwork's etc.), liability is restricted to returning you to your point of departure.

**Coach breakdown**

In the event of coach breakdown, we will normally be able to provide alternative transport arrangements in sufficient time to avoid a major impact on the day. If the show/event is missed, or the day severely curtailed as a result of coach breakdown, then the company will accept liability and 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.

**(Show castings- if appropriate)**

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**

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, acting in such a manner that you are refused entry). You must be prepared to be subjected to a security search of your person and belongings.

**Cancelled event/show**

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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.

### **Children & Seniors**

Children of 15 years of age and under must be accompanied by an adult. However, children 16 years of age may travel unaccompanied with the written permission from a parent or guardian, but this does not qualify them to accompany other children under the age of 16 who do not have parent or guardian permission.

Regardless of the above, there may be other age limitations imposed by the organisers of an event, show or concert. On some excursions a reduction in price may be available for children and seniors. See individual trip details.

### **Coach seating**

Coach seats are normally allocated at the time of booking and subject to availability at that time. However, seat locations cannot be guaranteed because occasionally it may prove necessary to reallocate seating due to circumstances beyond our control.

### **Journey times, pick up and return schedules**

Although you will be provided with anticipated details at the time of booking, these cannot be guaranteed and may change due to circumstances beyond our control. Special requests if you have a special request, we will do our best to help, but we cannot guarantee that it will be fulfilled. Please inform us of your request before you make your booking.

### **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.

### **Passengers with disabilities**

Should you or a member of your party have any medical condition or disability that may affect the excursion, or theatre booking, 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 use wheelchair- spaces are limited.

### **If you have a complaint**

If you have a complaint during your excursion, please inform, in the first instance, the supplier of the service and then inform our driver/courier who will do his/her best to help you there and then.

If the matter is not resolved on the day you must notify us in writing within 14 days of the completion of your excursion and this must be sent to the address below. Failure to establish your complaint immediately in accordance with the above procedure may affect the outcome of it.

## **Travel Insurance**

In view of the relatively high cost of some of our inclusive Day Excursions we strongly recommend that our clients are covered by personal Travel Insurance.

## **Address for communications**

Voel Coaches Ltd  
Long Acres Road,  
Dyserth,  
LL18 6BP