

DAY EXCURSION BOOKING CONDITIONS

The contract will be between Woods Coaches Limited (the company) and each traveller (the passenger).

The contract will be governed by and subject to these conditions. No person other than a director of the company has authority to vary these conditions and no such variation shall be of any effect unless it is in writing and signed by such director.

A person making bookings for others including group bookings warrants and confirms that they have the authority of all the individuals concerned to accept these conditions on their behalf, and that all individuals concerned accept that they are bound by the conditions.

RESERVATIONS

Provisional reservations will be held for a period of up to 4 working days (unless agreed otherwise) – if full payment is not received within this period your reservation may automatically be cancelled without notice. For theatre show or forthcoming event bookings a 50% deposit is required, and the balance payable 8 weeks before departure. Your booking will be confirmed by the issue of a Travel Ticket showing your pick up point and time, seat number and approximate return time. If booking online a booking reference number will be given, or you can print off your own travel confirmation.

CANCELLATIONS

Coach Only – This is for those trips not including admission etc. If you cancel your trip up to 2 weeks before departure you will receive a full refund. Any later and no refund is due.

Coach Package – When entry tickets, admission fees, theatre/show tickets, meals etc. are included in the total selling price of the day trip unfortunately no refunds will be made by Woods Coaches. If you have purchased a cancellation plan you must contact the company directly.

TRANSFERS

Coach Only – This is for those trips not including admission etc. up to 1 week prior to the departure date you have the option to transfer to another trip however this will incur a £2.00 per place administration charge. Transfers will not be permitted after this time.

CANCELLATIONS BY US

The company reserves the right to cancel any trip through insufficient bookings or unforeseen circumstances that would make it impossible to operate to an acceptable standard. Passengers will be offered the choice of an alternative trip if available, or a refund in full of all monies paid. The company will not be liable for any loss, damage, delay, injury or inconvenience sustained by any passenger through any alteration or cancellation of any day trip. The company shall be exempt from any further liability.

PICK UP AMENDMENTS

Please note that we will not accept alterations to your pick up point unless we receive notification 2 days prior to travel, (3 days if you are travelling at the weekend).

OUR COACHES

We will always endeavour to provide a coach to the specification as described in our brochure, but reserve the right to substitute an alternative vehicle if required due to operational reasons. The company reserves the right to alter a coach seating plan and allocate seats other than those you have booked. The seat(s) allocated to you cannot be guaranteed, although we will ensure that there is a seat(s) available on the day trip.

BROCHURE/WEBSITE INFORMATION

All the information contained in our brochures and website are published in good faith and are believed to be correct and valid at the time of going to press. However, as we have to make arrangements many months in advance, we are sometimes forced to make changes. Itineraries are therefore subject to change. Wherever possible you will be notified of these prior to departure. If we have to make major changes or cancel the day trip you can either accept the new arrangements, or cancel. If you do cancel any monies paid will be refunded in full.

In making any arrangements (other than for carriage on a vehicle operated by the company) for travel, meals, theatre tickets, admission fees and other services of any kind whatsoever, the company act only as an agent of the passenger and does so on the condition that Woods Coaches do not accept any liability. Event organiser's conditions will apply in respect of any event. No responsibility will be accepted for non-holding of an event, or non-appearance due to unforeseen circumstances.

JOURNEY TIMES AND DELAYS

The company gives its advice on journey times in good faith, but in today's traffic conditions does not guarantee the completion of any journey in a specific time and will not be liable for loss or inconvenience caused by any traffic delay or breakdown. In the event of delays beyond our control (e.g. accidents/roadworks etc.) liability is restricted to returning you to your point of departure.

YOUR RESPONSIBILITIES

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. For the convenience of the majority of passengers, driver will on no account wait for stragglers or members of the party who fail to join their coach at the pre-agreed time. Whilst on your day trip you should consider other people, observe any local rules, and behave in an acceptable manner. We reserve the right to refuse admittance or re-admittance to venues or transport to people whose behaviour or health is likely to impair the comfort, safety and wellbeing of other clients. By such a termination our responsibility for your excursion thereupon ceases. 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 and any third party.

SAFETY AND SECURITY

Our coaches are fitted with seatbelts (3 point or lap) for your personal safety. You travel on condition that they will be worn at all times whilst the vehicle is moving. Failure to wear seatbelts will compromise any possible claim for personal injury. You are asked to remain seated in your coach seat whilst the vehicle is moving – in the event of an accident we will accept no responsibility for those passengers who have left their seats unless they are using the toilet facilities should this be on board. Whilst we take reasonable care with passengers luggage and other items that they may be on to our coaches, we do not accept responsibility for any loss or damage caused to these items whilst on the vehicle. Under no circumstances should any valuables be left on a coach even if it is locked. Personal belongings are not insured against theft on any of our coaches. Please ensure you look after your personal belongings at all times. We make a charge of £2.00 (which is donated to charity) to hold and administer lost property.

NO SMOKING POLICY

We operate a strict no smoking policy on all of our coaches.

PETS

We do not allow pets to be taken on board. Assistance Dogs (i.e. Guide dogs etc.) will be allowed, however we must be informed in advance of this to make adequate arrangements.

PASSENGERS WITH DISABILITIES OR WALKING DIFFICULTIES

Whilst coach travel is ideal for people with walking difficulties, we need you to be aware that if you would like to bring a wheelchair or motorised scooter with you we must be informed in advance. Many of the attractions we visit also need to be made aware of this fact. Please note this must be loaded and unloaded from the coach by you or a member of your party. This is simply because we do not want our drivers injuring themselves when doing this, then being unable to drive you home. It is your responsibility to check directly with a venue or attraction as to whether this will be suitable for you. This enables you to ask the relevant questions and ensure that you get the most out of your visit. If a passenger requires assistance then they must travel with an able bodied carer or friend.

COMPLAINTS PROCEDURE

It is in our best interest to ensure that you have no reason for complaint. If you have a complaint during your trip, please inform, in the first instance, the venue or our driver who will do their best to help you there and then. The matter can hopefully then be resolved on the day. However in the unlikely event that you need to complain, this needs to be put in writing and sent to our head office at 223 Gloucester Crescent, Wigston, Leicester LE18 4YR within 14 days of the departure date.