

Day Trip Terms and Conditions

Passenger Collection: To reduce collection times on the morning of departure. We offer a list of collection points and can also provide individual pick ups upon request (Subject to availability). Car parking at our depot is available for day trips only subject to available space.

Fares: To qualify for age restricted fares, proof of age may be requested when booking. (e.g. bus pass). Fare Age Ranges: Children 5 - 15 Adults 16 - 59 Senior Citizens 60 onwards.

Bus Passes: Bus passes are not accepted on any Day Trips or Holidays. Bus passes may only be used on regular bus services.

Tickets/Confirmations: Passengers must provide or purchase a valid ticket/confirmation before boarding the vehicle on any excursions.

Cancellation by Company: All Day Trips and Holidays run subject to sufficient bookings, if in the unfortunate event a cancellation occurs, customers have the right to choose either a full refund or travel vouchers which can be used on future trips.

Cancellation by Customer: In the unfortunate event you have to cancel your trip with us, a full refund will be available only if the cancellation is made at least 4 days before departure. Under 4 days before departure a 25% cancellation fee will apply to the overall refunded fare. No refunds will be given for cancellations after departure time. Where the fare includes admission, or theatre ticket fees, no refund will be given unless we can resell these tickets. Where a deposit is required, this may be non-refundable.

Departure Times: Neither responsibility, nor claim will be entertained by passengers who arrive late for any departure points.

Seat Belts: For safety reasons, please use the safety belts provided on the coach.

Booking Procedure & Payment: Provisional bookings can be made by phone or in person at our Mablethorpe booking office. We shall hold your reservation for 10 working days until a refundable deposit of £5.00 per person is received. For online reservations a minimum deposit will be required at time of booking and instalments/remaining balance can be paid at anytime thereafter until date when final balance is due. The total balance of the Day Trip must be paid 7 days prior to departure. If no deposit is received then we reserve the right to release the provisional booking. Upon receipt of full payment your booking confirmation/ticket will be issued and can be emailed to you or be available to collect from our Mablethorpe Booking Office or from the driver on the day of departure. For online bookings, we will accept a saved confirmation presented to our driver on your smartphone. We accept payment by cash, credit/debit card or cheque.

Leaving the Coach: Please do not leave the coach on any of our trips except at refreshment stops or the specified destination.

Children: For safety reasons, all children under the age of 16 must be accompanied by an adult.

Conduct of Passengers: The driver is responsible for the safety of the vehicle. Any passengers whose conduct is in breach of statutory regulations will be removed on the driver's authority. Harassment and violence will not be tolerated towards any Grayscroft staff member.

Smoking: All coaches operate a strict no smoking policy at all times.

Alcohol: Under no circumstances may alcoholic drinks be carried or consumed on the vehicle without the express permission of the company.

Mobile Phones: All mobile phones must be switched to silent mode whilst the coach is in motion to avoid distraction for the driver and for the consideration of fellow passengers.

Animals: No animals except guide dogs are allowed on any vehicle.

Vehicle Variation: We reserve the right to alter the size or specification of the coach subject to the number of bookings.

Routes: All routes and refreshment stops are selected at the company/driver's discretion.

Driver's Hours/Rest Periods: The driving hours and rest periods are strictly controlled and current regulations MUST be complied with.

Personal Property: We cannot be held responsible for any loss or damage to personal property, however, lost property that is handed in can be claimed from our Mablethorpe booking office.

Complaints: All complaints may be received in writing by our Mablethorpe booking office. All complaints will be acknowledged with the aim of being resolved within 28 days of the complaint being made.

Breakdown/Delay: Grayscroft Coaches gives advice on journey times in good faith but does not guarantee the completion of a journey at a specific time. In the event of a breakdown, we aim to keep the delay to an absolute minimum.

Mobility Scooters and wheelchairs: We aim to assist with the handling of wheelchairs as far as possible, however we can only guarantee the handling of lightweight, foldable wheelchairs. Electric wheelchairs will be considered providing they are lightweight and collapsible. No single piece may weigh over 15kg. Passengers are responsible for their own wheelchairs and must be available to advise and assist the driver with the assembly/disassembly. It is also the passenger's responsibility to advise us of their intention to take the wheelchair with reasonable notice and ensure the suitability of their holiday for wheelchairs. We reserve the right to refuse transport of wheel chairs should the vehicle specification be changed.