

Coach Holiday Terms & Conditions

Door to Tour Transfer Service: We appreciate you want to be off on your holidays as soon as your bags are packed. This is why on the morning of departure we aim to get you on your way as soon as possible. We are offering a door to tour collection service included in the price of your holiday. We shall inform you of your collection time and send you your luggage labels no less than 1 week prior to departure. We ask you to be punctual with your collection times and have your suitcases ready to be loaded into your transfer vehicle to avoid any delay to stated departure times.

Itineraries: We reserve the right to alter holiday itineraries due to valid unforeseen circumstances and appreciate your understanding on this matter. Further details on itineraries are available on request for passengers with restricted mobility. All admission fees are included unless stated otherwise. No refunds are available if passengers are unable or unwilling to take part in the included holiday itineraries.

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 the deposit of £40.00 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 holiday must be paid 8 weeks prior to departure. If no deposit is received then we reserve the right to release the provisional booking. Upon receipt of deposit we shall send you a booking confirmation with the full details of your reservation, if incorrect please advise as soon as possible. You will also be provided with a date to which the full balance must be paid. If the balance is not paid by the date stated then we have the right to regard the booking as cancelled. We accept payment by cash, cheque or credit/debit card.

Passports: For our European holidays a full valid UK passport is required. The name on the passport must match that of the person travelling and the name stated on the travel documents. The passport must also be valid for a minimum of 6 months from the holiday return date.

Travel Regulation Insolvency Protection: As required by all Package Travel Suppliers, we include this protection within the price of all our holidays. This offer covers against all payments made in the unlikely event that we cannot fulfil the booking due to insolvency.

Travel Insurance: We strongly advise you to purchase separate travel insurance as soon as you have booked, to cover you for the duration of your holiday. This will usually also cover your payments should you need to cancel, due to unforeseen circumstances. Please see our cancellation policy below.

Special Requests: At the time of booking please inform us of any special requirements/requests you may have. We shall do our best to ensure they are met however we cannot make any guarantees. Please note certain requests such as sea view rooms may incur an additional supplement.

Hotel & Room Facilities: Grayscoft Coaches provides information on hotel facilities in good faith, however we cannot be held responsible if such facilities are not available throughout the period of your stay. Lifts to all floors are available when stated, most hotels have lifts to selected rooms. If

ground floor rooms or rooms adapted for disabled use are required, this request must be made at time of booking.

Changes to your holiday: If there are any changes to the published details of your holiday we shall inform you as quickly as possible. If there is any alteration to price we accept to absorb up to 2% of any increased costs, however we reserve the right to pass on additional charges to our customers.

Cancellation by Company: All holidays run to sufficient bookings, if in the unfortunate event a cancellation occurs, you shall be informed no less than 4 weeks prior to departure. Customers have the right to choose either a full cash refund or travel vouchers which can be used to purchase future trips.

Cancellation by Customer: In the unfortunate event you have to cancel your holiday with us, the following cancellation charges apply: Prior to 42 days before departure £40 per person After 42 days before departure No refunds to be given.

Bus Passes: Bus passes are not accepted on any holidays.

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

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

Leaving the Coach: Please do not leave the coach on any of our trips except at refreshment stops or at the excursion/holiday venue.

Children: For safety reasons, unless accompanied by an adult, children under 16 years of age cannot be carried on day trips or holidays.

Conduct of Passengers: The driver is responsible for the safety of the vehicle. Any passengers who's conduct is in breach of statutory regulations will be removed on the drivers authority. For Private Holidays, the hirer/party leader will be held responsible for all damages, passenger conduct and group attendance at time of departure from all venues. Harassment and violence will not be tolerated towards any Grayscroft staff member.

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.

Luggage: Our policy is to assist with passenger luggage handling. We ask that on all holidays passengers only bring one medium sized suitcase per person weighing 15kg maximum plus one small piece of hand luggage.

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 muted whilst the coach is in motion to avoid distraction for the driver and for the consideration of fellow passengers.

Punctuality/conduct: Although our aim is to provide you with the maximum freedom possible on your holiday, we do have to insist on acceptable standards of behaviour that do not offend or cause inconvenience to other passengers. We also ask our passengers to be punctual with meeting and departure times. In extreme circumstances we reserve the right to refuse admittance or re-admittance to passengers whose conduct falls below the acceptable standards.

Personal Entertainment Devices: For the consideration of fellow passengers and to avoid distraction for the driver, we kindly ask that any personal entertainment devices are to be operated with headphones to a suitable volume level.

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.

Drivers 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. On Holiday Tours, any complaints hotel related must be resolved with the hotel in question during the period of stay.

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.

Legal: This contract shall be governed by construed and interpreted in accordance with English Law. Should any part of it be unenforceable or inapplicable, this does not detract from the validity of the remainder of the contract.