

Day Trips Booking Conditions

It is important that you read the following booking conditions. **These Booking Conditions form the basis of your contract with us. Please read both these sections carefully as it applies to all bookings you make with us unless otherwise specified.**

We are The Group Travel Company Ltd. ("We", "us" and "our") of 3 New Bridge Square, Swindon, SA1 1HL. In these Booking Conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is transferred. 'Arrangements' are the coach travel and other arrangements detailed on our website (including any additions or amendments).

These booking conditions relate to Day Trips only. Please see our website for terms relating to our coach package holidays. All our day trips are payable in full at the time of booking.

- 1 - Once issued, tickets are not refundable or transferable to other dates.
- 2 - You are advised to check your confirmation at the time of booking to ensure that all details are correct.
- 3 - The coach will not be held for late arrivals and no refund will be made to should you miss the coach. Departure times are only as stated on the travel ticket.
- 4 - We will make every effort to keep to the published timetable but will not be responsible for any loss through delays however caused should you not be at any departure point.
- 5 - We reserve the right to cancel any departure, in which case every effort will be made to contact you (provided we have correct contact details). If in doubt, please contact us three days prior to travel to reconfirm departure. Should a tour be cancelled by us all monies paid will be refunded. No compensation will be paid.
- 6 - We reserve the right to change seat numbers on the coach when necessary, but this will as far as possible, be avoided.
- 7 - We recommend you insure any personal property as it is carried your own risk. We will not be liable for any loss or damage.
- 8 - Mobile phones should be used with discretion to avoid distracting the driver and disturbing other passengers. You are not allowed to consume alcohol on board, nor are you permitted to enter or remain on a vehicle if the driver considers your behaviour to present a hazard to other passengers. Any passenger considered by the driver to be a nuisance may be asked to leave the tour in which case no refund will be made.
- 9 - Only Guide Dogs and Hearing Dogs are allowed on our Day Trips, and they may be carried free of charge. Some itineraries may not be suitable for all disabled passengers - please check with us before booking to avoid disappointment.
- 10 - We are not liable for refunds or for any costs incurred as a result of any cancelled or curtailed tours or changes to an event beyond its control. We are not responsible, nor will we consider refunds or part refunds if for any reason a venue or destination is unable to provide all or part of its product offering.
- 11 - We shall not be liable under any circumstances for the payment of damages, costs, other compensation, or expenses in the event that we do not, for any reason, receive pre-ordered and paid for allocation of tickets for an event. We will, in such rare circumstances, only be liable for, the monies that we have received from the customer.
- 12 - We reserve the right to alter published prices as a result of price increases in raw materials or other products supplied to it.
- 13 - We reserve the right to alter itineraries without prior notification.

14 - For whatever reason, should the coach be late arriving at its designated pick-up point, at the destination/attraction itself or at the return drop-off point, we will not be liable to offer any form of compensation. Should a trip have to be curtailed due to unforeseen circumstances, such as mechanical or other vehicle defect, compensation, if any, shall be at our total discretion.

15 - Children: Child ages for 'coach only' fares are 3-12 years (inclusive). Infants (under 3 years) are carried at a coach only fare of £15.00 per person and allocated a seat on the coach. You will need to provide a car seat or booster seat, but we cannot guarantee that the car seat or booster seat will fit the coach seat and/or safety belt. Child ages vary for excursions inclusive of entry so please enquire at time of booking. Please note that all passengers are booked as adults unless you advise us otherwise at the time of booking.

Other Important Information

Lost & Left Property

We will try to help you to locate your lost or left property. If we are able to locate your property you may need to attend one of our supplier partners' bases to retrieve your property or pay for postage or cost of delivery to you. At all times, your property remains your own responsibility. Neither ourselves nor our supplier partners accept any responsibility for your property, and we will not accept liability for losses or costs under any circumstances. We reserve the right to levy charges for storage and or retrieval of lost or left property.

Perishable goods may be destroyed or disposed of in some other way within 48 hours if not claimed, or, if such property becomes objectionable, it may be disposed of at any time. Any goods not claimed within 28 days will be destroyed or disposed of.

Wheelchairs, Electric Scooters & Mobility Aids

When you travel with us, we will carry your wheelchair or one mobility item. Your mobility aid cannot weigh more than 20kgs and must be collapsible. You must pre-book these with us to ensure we have the capacity to accommodate them. We recommend your mobility items are fully insured as we do not accept responsibility or liability for loss or damage to any of your mobility items.

If you are planning to take an electric scooter, it is essential that you let our customer service team know in advance as there is a limit on the number that we can carry. We reserve the right to refuse to carry any mobility items that are not pre-booked. No refunds or compensation will be provided in these circumstances.

In any event, we can only carry mobility aids with non-spillable or dry cell batteries, and mobility aids with lithium-ion batteries. You will need to ensure that:

- (i) Battery terminals must be protected from short circuits e.g., enclosed in a battery container
- (ii) Battery must be securely attached to the wheelchair or mobility aid
- (iii) Electrical circuits must be isolated, so there is no chance of the device being operated by accident. If this is not possible – and as a last resort – you'll need to disconnect the battery cables and the battery terminals must be insulated to prevent short circuits
- (iv) You carry the instruction manual with you

We are sorry, but even if your mobility aid is accepted on the coach, we cannot guarantee that you will be able to use your electric scooter/wheelchair etc. inside attractions or other premises. There will usually be a place for you to store and charge them if required. We cannot guarantee that your mobility item will give you unaided access to any premises or places that we visit. If you have any specific needs or questions, please check with us before booking.

Some tours and/or excursions may not be suitable for users of wheelchairs, scooters, and other mobility aids or for those with walking difficulties. If in doubt, please check with our customer service team at the time of booking. We regret that we are unable to carry wheelchairs weighing more than 20kgs due to health and safety reasons. For the same reasons, we regret that your driver will be unable to assist you with your mobility

item. Please note that we do not accept responsibility for loss or damage of your personal equipment. We recommend your wheelchair and other mobility aids are fully insured.

Coach Provision & Facilities

We use third party suppliers for the provision of many of our services. Our service partners will conform to our strict safety and service standards. Occasionally some coaches may not have certain facilities (such as an on-board toilet). In this event, we will make regular comfort stops.

Our coaches do not come equipped with lifts or lifting apparatus and are not suitable for someone who is wheelchair reliant. For the health and safety of all, our drivers are not allowed to assist you on or off the vehicle. If you request and/or accept assistance from any person or persons, you do so entirely at your own risk.

As we cannot guarantee that assistance will be available for the disabled person/wheelchair user, such bookings will only be accepted if that person is travelling with an able-bodied person who is fully able and trained to attend to the needs of his/her co-traveller.

We visit places of interest, attraction venues, public buildings & places etc. These may not be able to accommodate people with walking difficulties and wheelchair access may not be available. Excursions which include sightseeing tours may involve walking distances and sometimes over cobbled or uneven surfaces.

If any of your party is disabled, less mobile, visually impaired or undergoing medical treatment, you should contact us so we can check the suitability of the day trip before booking with us.

You will need a personal assistant to travel with you if you are not self-reliant. This means you need to be able to:

- (i) Embark and disembark the coach unaided
- (ii) Open and secure your seat belt
- (iii) Leave your seat and reach an emergency exit without help
- (iv) Understand the safety briefing and instructions given by the driver/crew in an emergency

What's more, you may want to think about travelling with a personal assistant if you need help with any of the following:

- (i) Breathing - i.e., if you rely on supplementary oxygen
- (ii) Feeding
- (iii) Toileting & washing - you need to be able to use the toilet and washing facilities unaided
- (iv) Medicating - you need to be able to administer your own medication if you need it during the trip.

If you do require a Personal Assistant, you will need to provide one at your own expense. Personal assistants need to have their own ticket to travel, and unfortunately, we are not able to offer discounted fares to them.

Is Food and Drink Allowed On Board The Coach?

In the interest of fellow guests, please do not take hot food or ice cream on board. Customers' own alcohol cannot be consumed on board our vehicles.

What Route Does The Coach Take?

The route taken is determined by the company.

Coach Seats

Coach seats have a minimum width and pitch requirements, and all our coach supply partners provide vehicles which confirm to these requirements. Should you feel that you may need more room than the size of a coach

seat, please get in touch with us. We may be able to supply you with an additional seat although there is likely to be an additional charge for this facility.

You may request specific coach seats, and we will always do our best to accommodate these. We cannot accept bookings that are made on the condition of being sat in specific seats. We reserve the right to change your seats for operational reasons if required. These changes are rare and will not constitute a 'major' change to your booking.

Front Row Seats

On most trips, we are able to offer the Front Row of the coach to book for a small fee for the duration of your trip. These seats are booked on a first come, first served basis, and may be withdrawn or changed at any time for operational requirements. Please note that whilst Front Row seats do often have the best views, they do not offer any extra leg room.

Pick-up Points

We operate a selection of pick-up points on our day trips. We are not normally able to add additional pick-up points, however we will be happy to help advise how to join our service at the nearest pick-up point. If you are a group travelling together and prefer a pick-up point that is not advertised, please let us know and we'll do our best to meet your pick-up requirements.

Locating Your Pick-up Point

We try to provide as clear and accurate location information as we can. If in any doubt, please get in touch with us prior to the day of departure.

Infectious Diseases

If you are suffering from any severe infectious disease – tuberculosis, COVID-19, for example, you will not be able to travel with us. If you have recently had a severe infectious disease, you'll need to bring a fitness to travel certificate.

Chickenpox, Measles, Mumps, Rubella & Meningitis: If you have recently suffered from chickenpox, measles, mumps, rubella or meningitis, there will be a recovery period before you'll be able to travel with us. Here is a rough guide, but you'll need to contact your doctor who will let you know if you can travel:

Chickenpox: 7 days after the last new spot appears.

Rubella: 4 days after the rash appears. Measles: 7 days after a rash appears.

Mumps: When swelling has subsided – this is usually 7 days but might take up to 14 days.

Meningitis: When you're completely recovered.

System Errors

In rare cases, errors may occur when inputting prices into our reservations system or website. We regret that any contract entered into on the basis of an obviously erroneous price will be void. In the unlikely event that such a situation arises, you will be given the option to either pay the correct price or cancel with a full refund.

If at any time you are having issues with the website, particularly during the booking process, you can call our reservations team to finish the booking.

Contacting you

It is a condition of booking that we hold and are able use a current e-mail address to contact you about your booking and we will use the e-mail address you have provided for example, to provide your e-confirmation, e-ticket, e-cancellation, etc. We will assume that your e-mail address is correct & that you understand the risks associated with using this form of communication. You may still have to contact us as required.

Other information

You will find other interesting and relevant information throughout our website for example, tour descriptions, blogs and reviews. These are for information purposes only and, of course, do not form any part of our agreement with you.