

Before You Travel

Important Holiday Information

To be read in conjunction with our [Terms and Conditions](#). Please note that our Essential Holiday Information is updated from time to time, so please check for updates.

Travel Advice

For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information, please check www.gov.uk/foreign-travel-advice. You can also get the latest travel information from us or at your local travel agent or by calling us.

Passports & ID

For travel outside the UK, you will need to bring a valid passport with you. Holders of non-UK passports should always check with their embassy, high commission, or consulate before booking. If you are travelling within the UK and Northern Ireland, you will need to carry a form of photo ID with you in order to board the coach. Visit www.gov.uk/government/organisations/hm-passport-office for the latest passport information & www.fco.gov.uk/travel for details on travel restrictions and visas.

Single & Sole Occupancy Rooms

We endeavour to contract a number of single bedrooms. These rooms are usually in high demand, and we cannot guarantee their availability. Booking early gives you the best chance of securing a single or sole occupancy room.

A single supplement may be payable for such rooms and these rooms may be smaller than multi-occupancy rooms. There is no guarantee that a room on which a 'single supplement' has been levied, will be of any higher quality or size than that of a room on which a 'single supplement' has not been levied.

Beds

Some twin and double rooms can accommodate 3rd (and sometimes 4th) beds. They are often camp or folding beds. They may not be suitable for adults. Please check at the time of booking for further details. Some hotels (particularly on the continent) use "Austrian twins" which are single mattresses/bedding on a double base.

Requests For Specific Rooms

If you would like a room located in a specific area of the hotel such as on the ground floor, near the main facilities, or a lift, we can add these as a request to your booking but unfortunately, they cannot be guaranteed.

Rooms With Fridges

Please check before you book if you need to store any medication. Sometimes, fridges will be available at a charge. We can add a request for a fridge to your booking but unfortunately this is not guaranteed. If the hotelier is not able to meet the request, they'll make sure a fridge is available – usually in reception or in the kitchen – to store medication, 24 hours a day.

Hotel Facilities

Descriptions in our online promotional material and communications are as accurate as possible. Amenities we describe are normally available for the enjoyment of our guests but occasionally some facilities (swimming pools, lifts, gyms and so on) may be subject to closure for maintenance or cleaning and we cannot guarantee that they will always be available. Entertainment provided by hotels is often subject to demand and may require minimum numbers. Some hotels are in historic buildings and are not purpose built so there may be some stairs or steps and/or rooms not served by a lift.

Special Diets

If you have specific dietary needs, give us a call before you book, and we'll find out if the hotel can cater for you. We will also add a note onto your booking to make the hotel aware of your requirements, but you'll also need to speak to the restaurant staff when you arrive too. Any additional costs will need to be met by you and we cannot guarantee hoteliers' compliance with dietary requirements, or indeed with any type of special request as requests do not form part of your contract with us. If you have any severe allergies, please let us know as soon as possible.

Local Taxes

You may be required to pay local taxes at your hotel, resort, or ports. These may not form part of your tour price and are subject to change and are payable locally (usually on departure). If in doubt, please check before you go with our customer service team.

Local Laws

You should also be aware drinking & gambling ages vary by destination and that local laws & religious customs can lead to the withdrawal of certain facilities. You should also be aware of customs laws. Visit www.gov.uk for information.

Inclusive Bar Breaks

Packages including any type of bar promotion (including: 99p/2-For-1/Free Bar/All Inclusive etc.) are subject to the laws of the local area and the Rules of the House. You may be required to wear a wrist band for identification purposes or use vouchers. Drinks are usually single measures, local brands, on selected drinks only and have time limits. Management reserve the right to refuse service without reason. You sign up to the Rules of the House (available on request) when you make your booking with us, and we always ask that you drink responsibly.

TripAdvisor Ratings

We may refer to TripAdvisor ratings. These are correct at the time of publication and are subject to change. Please note, we take no responsibility for these ratings, they are public and based on user feedback on the TripAdvisor website and we provide the information as is. These are not equal or equivalent to any other rating system and we make no guarantees in relation to these ratings.

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 with 28 days will be destroyed or disposed of.

Luggage

You must keep to one medium-sized piece of luggage, weighing no more than 18kgs. We reserve the right to refuse to carry items of luggage that weigh more than this. You may also take on board the coach one item of hand luggage. Every effort will be made to look after your luggage; however, it is carried at entirely your own risk. As your luggage is likely to be loaded and offloaded from your coach it is recommended that your luggage is waterproof in the event of inclement weather.

It is your responsibility to ensure that your luggage is loaded onto your coach, especially during pick-up and when departing the hotel. Some of our hotels will offer a porterage service for your luggage. If you accept this service, we recommend that you personally load your luggage onto your coach for the homeward journey as we cannot accept responsibility for any luggage lost or left behind.

We also recommend that personal and valuable items - such as watches, money & cards, jewellery, cameras, and medication - be carried on your person throughout your holiday with us. Please always ensure that your personal items are fully insured.

Child's Price

For a child price to be applicable, the child must be 12 years of age or younger and be sharing a room with 2 full paying adults. We contract a small number of triple/family rooms which are sold on a first come first serve basis. Booking early gives you the best chance of securing a family room.

Child Safety

For the safety of children, if your child legally requires a car seat/booster seat when travelling in a car, we ask that you bring the seat with you for the coach journey. Unfortunately, due to the nature of differences coach seat sizes and seat belt types, we cannot guarantee that the car seat/booster seat will be compatible with the coach seats.

Apart from Disneyland Paris, our holidays are not recommended for children under the age of 6 years unless they are specified as 'family' holidays or breaks. For travel in Europe, it is essential that a car seat/booster seat is used. We regret that we cannot carry children under the age of 4 years on any of our holidays.

Wheelchairs, Electric Scooters & Mobility Aids

When you travel with us, we will carry your wheelchair, or one mobility item, in addition to your normal luggage allowance. 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 hotels, 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.

Excursions on our tours 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.

The accommodation we use on our tours may not have ground floor rooms and in some instances lifts will not always be available. Occasionally, access to your hotel may involve walking distances from the coach park and some hotels have a flight of steps to the reception. It is especially important that checks are made regarding the suitability of a tour for you before booking with us.

I'm Travelling Alone. Do I Need A Personal Assistant?

You'll 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 - although hotel staff can help you open containers, for example
- (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 holiday.

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 Allowed On Board The Coach?

In the interest of fellow guests, please do not take hot food or ice cream on board.

Is Alcohol Allowed 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.

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.

Do you allow dogs on your holidays?

As much as we love them, dogs are not permitted on board our coaches, with the exception of assistance dogs. You will need to book your assistance dog before your travel.

Special Assistance

If any of your party is disabled, less mobile, visually impaired or undergoing medical treatment, you should telephone us or email leisuretime@toureasy.co.uk, so we can check the suitability of the holiday.

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 seats on a coach, 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 tours, we are able to offer the Front Row of the coach to book for a small fee for the duration of your tour. 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 number of pick-up points on each of our pick-up routes. 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.

Transfer Services

Any advertised transfer service does not form part of your holiday contract with us. The contract arrangements are entirely between you and the service provider. It is your responsibility to ensure that you are at your holiday joining point on time for departure. We will not be held responsible for delays for any part of your journey as a result of your late arrival.

Best Value Guarantee

We guarantee that you will not be able to buy any holiday featured in this brochure at a lower price from any other holiday operator based. In the unlikely event that you are able to secure space at a lower price from a competitor, WE PROMISE TO MATCH THE PRICE on any Leisuretime operated holiday. This guarantee applies to holidays departing from the same point to the same hotel, on the same date and with comparable content to that featured on our website. In order for Leisuretime to match the price you will need to advise us of your price match claim no later than 7 days after booking your Leisuretime holiday. We will require a copy of the offer made by the other operator which must clearly state the following: confirmation of availability, departure date, duration, price, hotel, and exact inclusions. Should this competing offer reflect a price saving then Leisuretime will match the price.

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.