

# Award winning BOON'S Calibre Travel A very warm welcome to our exciting brochure for 2019/20; packed full with a wonderful selection of holidays, short breaks and day excursions.

Our aim, as ever, is to give you the best coach travel experience possible, and our itineraries have been carefully planned with your pleasure and enjoyment in mind.

As usual, we have included some new tours, alongside the familiar favourites, and feel confident that you will find something of interest. For all of our holidays and short breaks, all excursions are included in the tour price, and for most destinations, visits to places of interest en-route are possible; making travelling days enjoyable, rather than days to be endured.

In order to maintain and improve our service, we positively encourage you to give us feedback on your experiences. We appreciate all of your comments, so please keep writing, emailing and telephoning; we love to hear from you.

We are greatly looking forward to the pleasure of your company during the coming months and would like to thank you for your continuing support.

Don't miss out...call us now on **01245 382397** 

The difference is... we care...

### Methods of Payment

We accept payment via cheque, bank transfer, cash and card.



Please refer to page 31 for further details

### Gift Vouchers



Stuck for ideas for Christmas, birthdays or any other special occasion?

Our gift vouchers make a popular and much appreciated present for friends and family. Vouchers can be issued for any amount and are redeemable for both day excursions and holidays.

CALL US NOW! **01245 382397** 

# Bookings & enquiries 01245 382397

Mobile 07899 738 963

Website www.boons-holidays.co.uk Email boons-holidays@talktalk.net Email info@boons-holidays.co.uk

### **Opening Hours**

9am – 6pm (Monday – Friday) 9am – 1pm (Saturday)

If we are not in a position to immediately answer your call, please leave an answerphone message; call or text our mobile; or email your enquiry.



Find us on facebook

### **About Us**

The Boon's name has been associated with the coach travel industry for over 70 years.

In 1993, Suzanne Evans established Boon's

Calibre Travel alongside the well respected Boreham coach hire

business, Boon's Coaches, to specialise in the provision of quality coach tours and day excursions.

Today, Suzanne, who was born in Boreham, runs the business from the neighbouring village of Hatfield Peverel, using vehicles supplied by Kings Coaches, an established family firm of more than

60 years standing.

Boon's Calibre Travel is committed to promoting quality tours and excursions to the exacting standards expected from a company bearing the Boon's name, while still retaining the caring family ethos, which is so important, and yet, is sadly lacking in today's world.

The company's success in local, regional and national industry awards, in particular for excellent customer service, is indicative of Suzanne's commitment to the business and her clients.

### A message from the proprietor

We hope that after reading through our brochure, you will be inspired to travel with us. We have put on paper the facts concerning each holiday, short break and day excursion, however, the "family" atmosphere

that prevails on our tours cannot be expressed in black and white, so we invite you to join our many regular customers (indeed friends) to experience for yourselves what we have to offer.

We very much look forward to meeting you soon.



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### **Testimonials**

"I thought you might like to know how Christmas went. We had a lovely time, could not fault it." Mrs L, Chelmsford, Christmas 2018

"A truly memorable holiday.
Thank you. Wonderful and varied
scenery alongside pretty villages.
People very welcoming."
Mrs M, Hatfield Peverel
Isle of Wight 2018

"Again, many thanks for the lovely holiday in a beautiful hotel, where everyone was so pleasant."
Mrs G, Shenfield, Mid-Wales 2018

"My daughter & I so enjoyed our stay at the Redcliffe Hotel. Meals were great and comfy bedrooms as well." Mrs J, Maldon, Devon 2018

# All holidays & short breaks feature...

- Accommodation of 3 star standard or above, unless stated otherwise
- En-suite bedrooms
- Breakfast & evening meal\*
- All listed excursions
- Local boarding points
- No feeder coaches
- No interchanges
- \* unless stated otherwise in the tour description

### Day Excursions 2019/20

Unless otherwise stated, we require a non-refundable £10 per person deposit on booking, with the balance due, either by the date specified in the excursion description, or 6 weeks prior to travel (please refer to page 8 for other terms and conditions).

### Springtime tour & lunch at the Bull



### Wednesday 3rd April 2019

Today's Springtime tour takes us across country, via Great Horkesley, Nayland and Lavenheath, to beautiful Long Melford, with its magnificent broad High Street, lined with a

variety of timber framed and Georgian brick houses. We enjoy lunch at the well-respected Bull Hotel, before making our way, via the picturesque villages of Chelsworth, Nedging Tye, Barking Tye & Hemingstone to the ancient market town of Woodbridge, where we make a stop at Dobbies Garden Centre, before returning home (includes two-course lunch, tea/coffee). Adult/SC: £43.95 (Not B & S)

### Calendar Girls...The Musical



Thursday 25th April 2019 Calendar Girls: The Musical by Gary Barlow and Tim Firth is the award-winning production based on the true story of the calendar girls - a group of ordinary ladies who achieved

something extraordinary. This marvellous musical comedy received fantastic five star reviews in London's West End and features an all-star cast. The Times described Calendar Girls: The Musical as "pure gold". Don't miss your chance to see this glorious production, straight from London's West End. Cliffs Pavilion Southend, 2.30pm performance.

S.C: £58 Adult: £60

### Pashley Manor Tulip Festival



Monday 29th **April 2019** 

In late spring, on the border of Sussex and Kent, Pashley Manor

Gardens hosts a spectacular Tulip Festival, comprising over 30,000 tulips, creating a stunning spectacle of colour. Over one hundred varieties of tulip are planted in colour themed garden 'rooms' with every shade imaginable on display. In addition, there are cut tulips in the award-winning Bloms Bulb marquee, where advice is available and bulb orders can be taken. With a café, gift shop, plant sales and exhibitions to enjoy, Pashley's Tulip Festival makes a superb day out. We will make a morning refreshment stop at Polhill Garden Centre (includes admission to Pashley).

Adult/SC: £46

### The Chelsea Pensioners "Scarlet Tour"



### **Tuesday 7th May 2019**

Today we visit the Royal Hospital Chelsea in the heart of London, the 300-year-old home to the iconic Chelsea Pensioners. The Royal Hospital is a Grade I and II

listed site, a beautiful architectural legacy left to the nation by Charles II and Sir Christopher Wren. We take a guided walking tour, led by a resident Chelsea Pensioner, and discover the history behind this unique national institution and hear the captivating stories of the inhabitants – both past and present – we also learn what life is like for today's veterans. There will be time allowed to visit the museum & gift shop (includes guided tour). Refreshments may be purchased from the on-site catering facilities prior to, and after, the tour. Adult/S.C: £55

Payment in full on booking

### The Poppy Factory Tour (includes lunch)



### Thursday 16th May 2019

Today, we travel to Richmond, Surrey for an interesting visit to the Poppy Factory. On arrival, we enjoy a lovely 2-course lunch, prior to an informative

guided tour, which includes a talk, video presentation and a walk round the factory floor. We have the opportunity to make a poppy, to view Royal Wreaths and there will be time to purchase souvenirs from the gift shop. There will be a morning coffee stop en-route at Polhill Garden Centre. Note: Numbers are limited to 34 (includes factory tour & lunch).

Adult/S.C: £43.95

### Horse-Drawn Barge Cruise with tea & cake



### Monday 3rd June 2019

Today's tour takes us to Kintbury, where we board our horse-drawn barge, for a two hour cruise along the pretty Kennet & Avon Canal. As we glide through the peaceful Berkshire countryside, with the water

gently lapping against the hull, we enjoy tea/coffee & cake, while listening to the on-board commentary about the history of the canal and the men that worked it (includes cruise & refreshments).

Adult/S.C: £54.95

### Southwold & lunch at Delightful Dunwich



### Saturday 15th June 2019

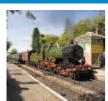
We commence our tour with a coffee stop at the popular Dobbies Garden Centre in Woodbridge. Continuing on, through rolling expanses of broom and heather, we

reach the former Roman and Medieval port of Dunwich, where we enjoy lunch at Flora Tearooms, reputedly the best fish and chip restaurant in East Anglia. We spend the afternoon in the quiet, unspoilt, seaside resort of Southwold, with its picturesque greens, pretty cottages, 19th century lighthouse, pier and colourful beach huts (includes 2-course fish & chip lunch with tea/coffee – salads are available).

Adult/SC: £43.95

(Not B & S)

### Alresford & the Watercress Line with Cream Tea



### Thursday 4th July 2019

On leaving our local boarding points, we head for Alresford, the UK's capital of watercress farming, a handsome Georgian town of colourwashed houses, riverside walks and specialist shops.

We have the opportunity to take lunch in one of the many fine pubs, bistros and traditional tea rooms, before boarding the Mid-Hants Railway, known locally as the Watercress Line, for a return journey, through the Hampshire countryside, on one of the powerful steam locomotives. During our journey, we enjoy a delicious cream tea (includes train fare and cream tea).

Adult/SC: £58.95

### **Oysters, Pots & Medieval Faversham**



### Thursday 25th July 2019

Our tour today explores some of the many treasures of Kent. Our first stop is at the 13th century Aylesford Priory, where we have time to visit the onsite pottery and take a

peaceful stroll in the grounds. Continuing on, we reach the charming, historic town of Faversham, nestling between the rural delights of the Kent Downs and the beauty of its coastal wetlands, with its wealth of listed buildings, including the finest medieval street in England. Our final visit is to the charming resort of Whitstable, a town traditionally celebrated for its oysters, with a historic harbour and a thriving high street, boasting a multitude of independent shops and cafes.

Adult/SC: £32

# Highclere Castle (Downton Abbey) & Egyptian Exhibition



### Wednesday 7th August 2019

High clere Castle & Gardens is where the popular period drama Downton Abbey was filmed. Visit the castle to learn about real life at

Highclere and at the same time see the Drawing Room in which Maggie Smith delivered many a withering remark to some unfortunate relation! In addition, explore the beautiful gardens and discover all about the Tomb of the Egyptian Boy Pharaoh, Tutankhamun, in the fascinating Egyptian Exhibition (includes admission).

Balance due: 12th June 2019

Adult/S.C: £57.95

### Royal Frogmore House & Savill Garden



### Saturday 31st August 2019

A wonderful day, taking in two Royal venues; we spend the

morning in Savill Garden and enjoy an afternoon guided tour of the beautiful Frogmore House, only open to groups during August. Standing in the Home Park of Windsor Castle, Frogmore House, a favourite royal retreat for more than 300 years, overlooks beautiful gardens and an 18th-century lake. Our visit includes a fascinating tour of this stunning residence, still used by the Royal family for private entertaining. The Savill Garden is recognised as one of the finest woodland gardens in the country and one of the finest royal gardens, with plants collected from around the world. The award winning Savill Building is home to excellent catering and shopping facilities (includes guided tour of Frogmore House and entrance to Savill Garden).

### Lavenham & lunch at the Four Horseshoes



Balance due: 13th June 2019

### Tuesday 10th September 2019

Adults/S.C: £53.95

Today's tour takes us across country, via Great Horkesley, Nayland and Lavenheath, to beautiful

Lavenham, the finest medieval village in England. We have the opportunity to explore this historic, half-timbered, former wool town, before making our way to the pretty village of Thornham Magna where we visit, reputedly, the oldest pub in Suffolk, the Four Horseshoes; a family run 12th Century thatched Inn, as lovely on the inside, as it is strikingly beautiful on the outside. After lunch, we make our way home via a scenic route (includes 2-course meal, tea/coffee).

Adult/SC: £45.95

(Not B & S)

### **Leeds Castle Festival of Flowers**



# Tuesday 17th September 2019 See incredible floral displays inside Kent's magnificent Leeds Castle, themed this

year to 'A Floral Party'. Be inspired by the creativity of international award-winning floral designers and enjoy a programme of specialist talks and demonstrations. There will also be the opportunity to buy beautiful flowers and garden accessories from a variety of stalls on the Pavilion Lawn. We will make a morning refreshment stop at Polhill Garden Centre (admission included).

Adult/SC: £49.95

### **Charming Henley & Greys Court**



### Monday 23rd September 2019

Our excursion today, takes us to the 13th century Oxfordshire market town of Henley, "Queen of the Thames", widely regarded as

one of the most beautiful in England. Time for lunch in one of the many cafes, shopping in the Georgian fronted High Street, or perhaps a stroll by the river, before we continue on to Greys Court (NT). Nestling in a tranquil valley, we discover a Tudor Mansion which exudes the charm of the 1930's when it was the family home to Sir Felix and Lady Brunner. Today the estate extends to 280 acres of parkland with interesting outbuildings, including a Tudor donkey wheel and a 19th century ice house, and an archetypal English country garden (includes admission to Greys Court). Adult/SC: £47.50 (NT £37)

### Autumn Tints...Jewels of the Fens



### Thursday 3rd October 2019

Today's delightful circular tour takes us to two of Cambridgeshire's market towns, close neighbours yet each with their own unique character. Our

first stop is the wonderful riverside town of St Ives, beautifully situated on the banks of the Great Ouse. The former home of Oliver Cromwell, St Ives other claim to fame is its splendid 15th century arched bridge and chapel over the river, one of only three such surviving bridges in England. Continuing on, we reach the historic city of Ely, full of charm and beauty, and home to one of the most magnificent cathedrals in England. It's market day today, so pick up a bargain from one of the many stalls, before we return via a scenic cross-country route.

Adult/SC: £32.50 (Not B & S)

# Autumn Tints...Historic Dedham & lunch at the Bull



### Sunday 27th October 2019

Today's tour takes us via Bures and Sudbury, to the attractive village of Long Melford, with its magnificent broad High Street, lined with a variety of timber framed and Georgian brick

houses. We enjoy lunch at the well-respected Bull Hotel, before making our way, via picturesque Monks Eleigh and ancient Hadleigh, to the attractive village of Dedham, in the heart of Constable Country, with its main street lined with Georgian-fronted houses, old inns, tearooms and a large art/crafts centre. Includes two-course lunch with tea/coffee.

Adult/SC: £43.95

(Not B & S)

### **Thursford Christmas Spectacular**



### Sunday 24th November 2019

Join us for the 2pm matinee performance of this everpopular Christmas extravaganza...as we walk through the doors we are greeted by a spectacle of colour, Christmas

decorations adorn the theatre as we sit down ready to be thrilled by the lights, music and nostalgia of this wonderful show. Advisory age for children, 8 yrs and above. There will be a lunch stop in Swaffam, lunch at own expense. Includes Raised Centre seats (top price).

Balance due: 1st September 2019

Adult/S.C: £81.95

(Not B & S)

Details of our 2-day Thursford Christmas Spectacular mini-breaks are on page 9

### Thursford Christmas Spectacular



### Friday 29th November 2019

Join us for the 2pm matinee performance of this ever-popular Christmas extravaganza...as we walk through the doors we are greeted by a spectacle of colour, Christmas decorations adorn the theatre as we sit down ready to

be thrilled by the lights, music and nostalgia of this wonderful show. Advisory age for children, 8 yrs and above. There will be a lunch stop in Swaffam, lunch at own expense. Includes Raised Centre seats (top price).

Balance due: 1st September 2019

Adult/S.C: £79.95

(Not B & S)

Details of our 2-day Thursford Christmas Spectacular mini-breaks are on page 9

### **Thursford Christmas Spectacular**



### Thursday 5th December 2019

Join us for the 2pm matinee performance of this ever-popular Christmas extravaganza...as we walk through the doors we are greeted by a spectacle of colour, Christmas decorations adorn the theatre as we sit down ready to be thrilled by the lights, music and

nostalgia of this wonderful show. Advisory age for children, 8 yrs and above. There will be a lunch stop in Swaffam, lunch at own expense. Includes Raised Centre seats (top price). Balance due: 1st September 2019 Adult/S.C: £79.95 (Not B & S)

Details of our 2-day Thursford Christmas Spectacular mini-breaks are on page 9

### **Christmas Spectacular at Snape Maltings**



# Saturday 7th December 2019

Following several successful visits to the Snape Maltings Concert Hall in Suffolk, we again take our seats for the Co-op Juniors Theatre Company's Christmas

Spectacular. This year, the Company are celebrating their 15th Christmas Spectacular, with a packed performance of toe-tapping music, breathtaking dance and scintillating staging...a family treat you can't afford to miss! The Co-op Juniors are the largest amateur theatre group in the UK and were established during WW2. The cast includes performers of all ages, from children through to adults, and they have an excellent reputation for their work. As well as the concert hall, Snape Maltings boasts a range of independent craft & gift shops, tea room and restaurant. 2pm performance of the show (top price seats).

Balance due: 25th September 2019

Adult/S.C: £56 (Not B & S)
Optional pre-booked lunch at Snape Maltings: £13.50

### **New Years Eve Viennese Gala Concert**



### Tuesday 31st December 2019

Join us, once again, for a spectacular night out at London's Barbican Concert Hall. Herald the New Year with a sumptuous evening

of traditional Viennese favourites; this glittering concert is one way to ensure a fabulous end to the year. 7.30pm performance (includes ticket for concert). Price & terms available June/July.

Please call to add your name to our advance booking list, no commitment, but you will be the first to be contacted when we are notified of ticket prices & booking terms.

### Winter Warmer with lunch at the Swan



### Wednesday 29th January 2020

Today's tour takes us across country, via Great Horkesley, Nayland and Lavenheath, to beautiful Lavenham, a historic, halftimbered, former wool town, reputedly

the finest medieval village in England. We take lunch at the stunning 15th century, 4\* Swan Hotel, with its award-winning restaurant, before making scenic return journey via Cavendish, Clare, Great Yeldham, Sible Hedingham, Halstead & Earls Colne, stopping at Mill Race, one of the largest garden centres in Essex, with its restaurant and multitude of gifts and items for the home (includes two-course lunch).

Adult/SC: £46.95 (Not B & S)

### Chippenham Park Snowdrops & Coton Orchard



### Saturday 15th February 2020

Today's circular tour takes us to the popular Coton Orchard Garden Centre in Cambridgeshire, where we have the opportunity for shopping and lunch. We spend the

afternoon at award-winning Chippenham Park Gardens, nr Ely, admiring what is reputedly the greatest display of delicate and naturalised snowdrops and aconites in East Anglia (admission included). The Chippenham tea room will be open, serving delicious food and drinks.

Adult/SC: £36.95 (Not B & S)

### The Orchid Festival at Kew Gardens



### Sunday 1st March 2020

Join us at wonderful Kew Gardens for their annual Orchid Festival and be amazed by the vibrant beauty of the many varieties displayed in the tropical paradise of

the Princess of Wales Conservatory. There will also be the opportunity to explore the remainder of the gardens and discover how Kew is helping to save endangered plant species (includes admission to Kew).

Adult/SC: £49.95

### How to book your Day Excursion

# Day Excursion Boarding Points

# Additional boarding points are available for holidays & short breaks, see pages 27 & 28

- Occident
  Occident
- Stanway, Kings Coaches depot & Tollgate Centre\*
- Marks Tey, Feering & Kelvedon
- Witham (Old Post Office, Town Hall, Bridge Hosp)
- Matfield Peverel & Boreham
- Springfield, A12 services
- North Springfield
- Chelmer Village Way (ASDA & Henniker Gate)
- Springfield Rd (Plough, Lionmede & Balmoral Ct)
- O Chelmsford, Victoria Road
- Ochelmsford, New London Road
- One Chelmsford, Waterhouse Lane
- Ohelmsford, Wood Street
- Chelmsford, Gloucester Avenue
- St Baddow & Galleywood
- Stock & Margaretting
- Ingatestone & Mountnessing
- Shenfield & Brentwood\*\*
- Maldon/Heybridge/Langford

### Please note:

- There is limited car parking at Kings Coaches depot in Stanway.
- \*\* Brentwood and Shenfield not available for departures marked (Not B&S)

All of the boarding points listed above are available at the time of booking, should they be required, however, due to natural demand only a selection will be utilised for any one particular excursion. If you book within 14 days of departure only those boarding points already selected will be available to you.

### Terms & Conditions

### Day Excursions, Theatres & Concerts

- 1a For direct bookings, either full payment, or the specified deposit, must be made on booking. Where a deposit is paid, the balance must be forwarded by the balance due date (either 6 weeks prior to departure, or the date specified in the excursion description) otherwise ticket(s) will be offered for resale and the deposit forfeited. For some excursions involving theatre or concert tickets, there may be other payment terms, however, this will be made clear in the excursion description.
- 1b If booking through an agent, full payment must be made on booking.
- 2a Cancellation/transfer of direct bookings: once tickets are purchased (or deposits paid) refunds will be made, minus the value of the deposit, up until the balance due date. After this date, no refunds will be made, but if you are unable to travel you may pass your ticket to a substitute. You may transfer your booking, to another departure (within the current season), up until the balance due date, after this date full cancellation charges apply. For some excursions involving theatre or concert tickets, there may be other cancellation/transfer terms, however, this will be made clear in the excursion description.

Before balance due date: Deposit only
On, or after balance due date: 100%

- 2b Cancellation of agent bookings: no refunds will be made, however, you may transfer your booking to a substitute.
- 3 Please refer to pages 25 and 28 for our policy on infectious & contagious diseases, which applies to all departures.
- Coaches are designated non-smoking; we reserve the right to terminate the journey of anyone who does not comply with this ruling.
   No alcoholic drinks are to be consumed on
  - No alcoholic drinks are to be consumed or coaches.
- 6 No animals are to be transported on coaches.
  7 We reserve the right to cancel any trip that is financially unviable due to a low number of people booked, in which case all monies will be refunded. No further liability is accepted. We also reserve the right to cancel, at any time, due to the unforeseen circumstances described in item 9
- 8 We reserve the unconditional right to curtail the journey of (a) anyone likely to cause the spread of Infectious/ Contagious diseases (b) anyone causing distress to others through unreasonable conduct. No refunds will be given & we will not be held responsible for any expense incurred.
- 9 We cannot be held liable for any late arrivals due to circumstances beyond our control. For example delays due to: road works, road traffic accidents, other traffic incidents, and acts of terrorism such as bomb scares, medical incidents concerning passengers, freak weather conditions, fire, industrial disputes and other similar events beyond our control. We accept no liability for any expense incurred due to unforeseen occurrences such as cancellation of shows, concerts and events.
- 10 If you have an unresolved complaint during your day excursion, please refer to pages 25 & 26 for our complaints procedure, which applies to all departures.

# How to book your Day Excursion

- 1 Call Suzanne on **01245 382 397** to check availability and place a provisional booking. You may also email your requirements to: boons-holidays@talktalk.net
- 2 Read our Terms & Conditions and forward your payment, along with your name, address, telephone number, excursion title, excursion date and boarding point. Please mention any special needs; dietary, mobility etc. On booking, please pay\* either (a) full amount or (b) the specified deposit, with the balance by the specified due date. If you pay by card or bank transfer, booking information can be given verbally or by email.
- We do not issue written confirmations for excursion payments. Your tickets, along with your boarding time, will be forwarded by post, at least 7 days prior to the excursion departure date.
- \* If you require a receipt for your payment prior to the tickets being issued please enclose a SAE. Alternatively, please supply your email address and we will email a receipt for your payment(s).
- Children under 3 yrs of age travel free of charge on day excursions, reduced rates for older children are available on some departures, please call for details.
- Scroup reductions apply for groups of 7 fare paying passengers & above (see page 31 for details).
- Please make all cheques payable to: Boon's Calibre Travel.

# Alternatively, you may wish to book through one of our appointed agents:

- First Bus Chelmsford
- First Bus Colchester
- Witham Visitor Information Centre
- Maldon Tourist Information Centre
- Sallivant Travel (Ingatestone)

Group discounts cannot be applied if booking via an agent.

All excursions must be paid for in full if booking via an agent.



# Thursford Christmas Spectacular

Sunday 17<sup>th</sup> November 2019 | 2 Days | £225pp Saturday 30<sup>th</sup> November 2019 | 2 Days | £225pp Supplement for single-occupancy of a twin/double room: £NIL (first 6, £25 thereafter)

A wonderful two-day break in Norfolk, the highlight being the Thursford Christmas Spectacular...a festive extravaganza not to be missed. The show, with its cast of professional, singers, dancers, musicians and a comedian, gets better each year and never fails to delight. The magical auditorium is beautifully adorned with sparkling decorations and the shops are full with Christmas gifts. Add to this, the awe inspiring Phil Kelsall, playing the Mighty Wurlitzer, and you have a recipe for success.

A perfect pre-Christmas treat.

### YOUR ITINERARY

**Day 1:** A morning comfort stop, then on to the hotel for a 3-course lunch. Relax and then depart for the 7pm performance of the Thursford Christmas Spectacular.

**Day 2:** Breakfast, then visit either the medieval city of Norwich or the village of Wroxham "Capital of the Broads" (we drop off in both places) before returning home.

### **INCLUSIONS**

- 1 night half-board in en-suite bedrooms Disabled bedroom Porterage Ground floor bedrooms
- Top price ticket for Thursford Spectacular Visits on outward & return journeys

Our hotel is the superb \*\*\*\* Best Western Knights Hill Hotel, a restored farm complex, set in 11 acres of parkland and garden, on the outskirts of Kings Lynn. All smartly decorated en-suite bedrooms are equipped with the usual facilities and are located on the ground and first floor (no lift). There is an indoor swimming pool.

Please refer to pages 6 & 7 for Thursford day excursions



### Magical Christmas Markets

Thursday 21st November 2019 | 2 Days | £149pp Supplement for single-occupancy of a double room: £15

Shopping opportunities galore, or just browse and soak up the wonderful atmosphere, on this magical two city break. Both Nottingham and York are transformed into a winter wonderland for the festive season and boast a host of attractions, as well as traditional Christmas markets, selling a feast of food and a multitude of gifts, set against a backdrop of iconic buildings.

### YOUR ITINERARY

**Day 1:** Visit the vibrant city of Nottingham, where, at Christmas time, the Old Market Square is transformed into a Winter Wonderland, with a Festive Market and a fabulous seasonal atmosphere.

Day 2: Head for the charming medieval city of York, where the historic streets have been transformed for the ultimate Christmas extravaganza. Alongside the usual high street names, there are unique specialist shops, and, in addition, the magical market stalls of St Nicholas Fair are a delight. Soak up the atmosphere and follow the aromas of mulled wine and festive treats, for a truly special shopping experience.

### **INCLUSIONS**

- 1 night half-board in en-suite bedrooms Porterage
- Ground floor rooms Accessible room Visits on outward & return journeys

Note: no lift at hotel.

Our hotel is the welcoming \*\*\* Best Western Milford, situated near Leeds and just 30 minutes from the fascinating city of York. Ideally located for our tour, this 3\* standard venue boasts a relaxed atmosphere, excellent service and the award-wining Watermill Restaurant & Bar. The well appointed bedrooms are arranged over two floors, ground and first.



# Mustard, Music & Market Towns

Sunday 9<sup>th</sup> February 2020 | 3 Days | £279pp Supplement for single occupancy of a double room: £46

Take in the beauty and heritage of quintessential England. Visit the medieval black & white market town of Ledbury and the "mustard" town of Tewkesbury, marvel at the unique Mechanical Music Museum, admire the majestic Forest of Dean and explore historic Oxford "city of Dreaming Spires". In addition, tour the rolling hills of the Cotswolds, stopping in Morton-in-Marsh, famous for its bustling open-air market.

### YOUR ITINERARY

**Day 1:** Travel to Gloucestershire, stopping in the ancient, riverside City of Oxford, with its magnificent cathedral.

Day 2: See the medieval riverside town of Tewkesbury, with its historic centre and magnificent abbey. Perhaps buy some world famous Tewkesbury Mustard, before visiting the market town of Ledbury, one of the finest black and white towns in the country. Return via the majestic Royal Forest of Dean.

**Day 3:** Travel to Essex, with visits to the fascinating Mechanical Music Museum, home to an extraordinary collection of working, self-playing, musical instruments, and Morton-in-Marsh, with its traditional, open-air market, the largest in the Cotswolds.

### **INCLUSIONS**

- 2 nights half-board in en-suite bedrooms
   Porterage
- Lift Ground floor rooms Adapted bedrooms
- Leisure centre 1 excursion with visits on outward & return journeys • Admission & guided tour of Mechanical Musical Museum

Our hotel is the welcoming \*\*\*\* Cheltenham Chase, set in landscaped grounds, on the edge of the Gloucestershire Cotswolds. The spacious en-suite bedrooms are all tastefully decorated and are equipped with the usual facilities. Hardy's Restaurant boasts stunning views over the Cotswold Hills and there is an indoor pool.



### Cornwall in Springtime

**Monday 23**<sup>rd</sup> **March 2020 | 5 Days | £439** pp

Single Supplement: £NIL (5 rooms only)

Supplement for single-occupancy of a double room: £56

Spring arrives early in Cornwall, and is usually considered to have "sprung" when the Cornish Magnolias burst in to flower, the famous gardens are a riot of bloom and the countryside is awash with colour. Our tour takes in Trewithen, one of the Great Gardens of Cornwall, the pretty Roseland Peninsula & St Mawes, the picturesque fishing village of Mevagissey, the cathedral city of Truro, the charming resort of St Ives, and Cornwall Gold & Pearl, with its stunning array of jewellery.

### YOUR ITINERARY

Day 1: Travel to St Agnes.

**Day 2:** The Roseland Peninsula and the picturesque harbour village of St Mawes, then Trewithen Garden, one of the best in England.

**Day 3:** The cathedral city of Truro then pretty Mevagissey, a traditional Cornish fishing port, with quaint shops and colourful cottages.

**Day 4:** The charming resort and fishing village of St Ives, then round Mounts Bay, past magical St Michaels Mount back to St Agnes. Stop at Cornwall Gold & Pearl.

Day 5: Return to Essex.

### **INCLUSIONS**

- 4 nights half-board in en-suite bedrooms Porterage
- Ground floor rooms (no lift) Disabled rooms
- Evening entertainment 3 excursions Entrance to Trewithen Garden

Our hotel is the welcoming, family run \*\*\* Rosemundy House, an elegant Queen Anne residence dating back to the 1780's, beautifully situated amongst secluded gardens & woodlands, where we are assured of a warm welcome and excellent cuisine. All well appointed en-suite bedrooms are on either the ground or first floor, there are two comfortable lounges and an attractive restaurant.



# Easter Weekend... Historic Hampshire & the South Coast

Friday 19th April 2019 | 4 Days | £369 per person

Supplement for single occupancy a twin/double room: £45 (first 5, £60 thereafter)

For this year's Easter break, we make our way to the wonderfully diverse county of Hampshire, a region which encompasses two National Parks, boasts a long maritime history and has a wealth of interest. Our tour includes two carefully planned excursions, with visits to the Royal Armouries Fort Nelson, pretty Lymington, picturebook Burley, Georgian Chichester, the majestic New Forest & the beautiful South Downs. In addition, we take in historic Arundel & riverside Marlow en-route.

### YOUR ITINERARY

Day 1: We depart from our local boarding points, and travel via the peaceful wooded lanes and picturesque towns & villages of the Chilterns toward Hampshire. Our lunch stop is Marlow, one of the loveliest locations on the River Thames, a vibrant Georgian market town, boasting historic streets, an abundance of shops and cafes and a magnificent 19th Century suspension bridge, which links the counties of Buckinghamshire and Berkshire.

Day 2: Following breakfast, we travel across the glorious countryside to the Royal Armouries Fort Nelson, a fully restored Victorian fort perched on top

of Portsdown Hill, overlooking the Solent (free admission). Time to explore the fortified site, with its secret underground tunnels, interesting visitor centre, shop & café, before we visit historic Chichester, one of the best preserved Georgian cities in the country. Chichester lies between two areas of Outstanding Natural Beauty, the South Downs and Chichester Harbour; it has a compact centre, with an excellent range of shops, an elaborate market cross and a magnificent Norman cathedral.

Day 3: Our excursion today, takes us into the beautiful New Forest, where ponies and cattle roam freely amongst the heathlands, mighty oaks, beeches and lofty pines. We make a stop in picturepostcard Burley, with its traditional village shops, tea rooms, gift shops and art galleries, before continuing on, through the glorious ancient woodlands, to the Georgian market town of Lymington, situated on the southern edge of the forest. A world renowned sailing resort, with two large marinas, the town also boasts a selection of interesting shops and the bustling Old Town Quay. We return, via a scenic route, to our hotel.

• Ground floor rooms • Walk-in

showers • Leisure centre

 2 excursions with visits on outward & return journeys

Day 4: On leaving our hotel, we head for historic, riverside Arundel, a delightful town, overlooked by its towering Norman Castle and magnificent Gothic cathedral. Ample time to browse in the attractive Georgian & Victorian streets, before continuing on to the popular Polhill Garden Centre, where we make our final stop before arriving back in Essex.

Our hotel is the sumptuous \*\*\*\* Norton Park, beautifully set in 54 acres of parkland in the heart of Hampshire, the elegant manor house, which dates back to the 16th century, has been complemented with the addition of contemporary extensions, housing the tastefully decorated bedrooms, stylish public areas and a superb leisure club, with indoor swimming pool. All en-suite bedrooms are well equipped; there is a lift and some ground floor rooms.



# Elegant Paignton & the Cream of South Devon

Monday 20th May 2019 | 5 Days | £479 per person

Single Room Supplement: £NIL (10 only)

• 4 nights half-board in en-suite bedrooms • Lift • Porterage • Ground floor rooms • Leisure centre • 3 excursions & visits on outward & return journeys • Harbour cruise

A charming break in South Devon, based at Paignton's excellent Redcliffe, for many years, one of our most popular hotels. Our tour includes three interesting excursions, with visits to the attractive town of Kingsbridge, the maritime city of Plymouth, picture-postcard Babbacome, rugged Dartmoor, historic Totnes, beautiful Widecome-in-the-Moor and the serene Buckfast Abbey. In addition, we have included a harbour sightseeing cruise and free time in the historic cities of Salisbury & Bath. As an alternative to our excursions, there will be the opportunity to explore the area using the Paignton to Dartmouth Steam Railway and Riverboat Cruises – train/boat fares extra.

### YOUR ITINERARY

Day 1: We depart from our local boarding points, and head for the Southwest, stopping en-route in the historic city of Salisbury, with its splendid early English cathedral, crowned by the tallest spire in Britain.

Day 2: Today's excursion takes us to Buckfastleigh, and the peace and serenity of Buckfast Abbey, situated in a wooded valley, on the edge of Dartmoor, with its magnificent Abbey Church, herb gardens, shops and café. Our lunch stop is the market town of Totnes, beautifully set at the head of the Dart Estuary, with its Tuesday market, Norman castle and 17th century Guildhall. We return to our delightful resort of Paignton, with its golden beaches, promenade, gardens and picturesque harbour, for time at leisure.

Day 3: After breakfast, we head for maritime Plymouth, "Britain's Ocean City", with its great naval history, dating back to the days of Sir Frances Drake. The green-lawned expanse of the

famous Hoe boasts breathtaking views across the Sound, one of the most perfect natural harbours in the world. We enjoy a fascinating harbour cruise, before returning via the picturesque South Hams Region, an Area of Outstanding Natural Beauty, were we visit the attractive market town of Kingsbridge.

Day 4: Today, we travel into the heart of rugged Dartmoor, an atmospheric National Park, with stunning views, awe inspiring granite tors and freely roaming Dartmoor ponies, where we visit the beautiful village of Widecome-in-the Moor, of Uncle Tom Cobley & Widecome

Fair fame; equally famous for its 14th century church of St Pancras, known as the "Cathedral of the Moor". We spend the afternoon in the beautiful resort of Babbacome, "Torbay's Jewel in the Crown", which boasts stunning views across Lyme Bay, sandy beaches, a promenade, a model village and a funicular cliff railway.

Day 5: We travel home via the Mendip Hills and the beautiful city of Bath, where hot springs, Roman Baths, a splendid Abbey & Georgian stone crescents have attracted visitors for centuries.

Our hotel is the elegant \*\*\* Redcliffe, superbly situated in the resort of Paignton, in the centre of the "English Riviera". Set in three acres of grounds, with panoramic views across stunning Tor Bay, the hotel, formally a grand private residence, has retained many if its unique features, including a fine carved staircase, elegant lounges and a beautiful ballroom. Dining in the hotel's stylish Paris Singer Restaurant, with its fabulous coastal views, has been likened to dining aboard a luxury liner, but without any of its discomforts! All en-suite bedrooms are well equipped; there is a lift and ground floor rooms. The leisure complex boasts an indoor swimming pool.



### Treasures of Norfolk...Coast & Country

Monday 10th June 2019 | 4 Days | £399 per person

Supplement for twin/double room for sole occupancy: £45

This splendid four-day break takes us into the county of Norfolk, a region that deserves to be explored in depth; and on this lovely tour, we hope to achieve

just that. For your delight, we have included two excursions around the area, taking in the coastal resorts of Cromer & Sheringham, the historic town of Holt, the heritage railway known as the "Poppy Line" and the magical Thursford Collection. To further enhance your enjoyment, we visit the unique Bressingham Steam Museum & Gardens and the historic market towns of Swaffham & Ely en-route.

(first 6 only, £60 thereafter- max 6)

### YOUR ITINERARY

Day 1: On leaving our local boarding points, we head into Norfolk, stopping en-route at the unique Bressingham Steam Museum & Gardens. The gardens, beautiful in all seasons, are renowned worldwide for their horticultural excellence, and the steam museum & working railway provides interest for all ages. An additional attraction is the Dads Army Exhibition, with photos, sets, vehicles & original props from the popular TV series.

Day 2: Today, we have some time to relax. before our visit to the famous Thursford Collection, home of the world's largest collection of steam engines and organs, including the mighty Wurlitzer, which is played daily. There is also a lovely restaurant, an "Olde Worlde" shopping village, and we have included a fascinating 'Behindthe-Scenes' guided tour of the huge storeroom of exquisite costumes and flambovant head-dresses worn in the Christmas Spectacular shows, and also the Christmas fantasyland.

Day 3: Today, we make our way to Georgian Holt, a town with its shops and cafes tucked away in alleyways and courtvards. From Holt, we board the North Norfolk Railway, known as 'The Poppy Line', for a journey though the countryside, to the traditional market town of Sheringham, "jewel of the north Norfolk coast", where there will be time explore the quaint shops and seafront. Continuing along the coast, we arrive in Cromer, a North Norfolk seaside resort, famous for its fresh brown crab, made fashionable by the Victorians and Edwardians, who built a string of grand hotels on the seafront and a magnificent pier.

Day 4: On leaving our hotel we make our way homeward, travelling across country to the Georgian market town of Swaffham, which has featured in TV's Dad's Army, Hello Hello and, most recently, Kingdom, with Stephen Fry. Continuing on, we reach the historic city of Ely, home to one of the most

magnificent cathedrals in England. It is

market day today, therefore there will

bedrooms • Porterage • Lift Ground floor bedrooms
 Adapted

bedroom • Leisure facilities

railway

2 excursions & visits on outward

and return journeys • Entrance to Bressingham & Thursford • Fare for



Our hotel is the \*\*\*\* Dunston Hall (see above), an imposing Grade II listed, Elizabethan-style mansion, built in 1859, that has been lovingly restored to its former glory and is set amidst 150 acres of stunning Norfolk parkland. The spacious bedrooms are smartly decorated, tastefully furnished and equipped to a high standard. The attractively appointed public rooms offer a wide choice of areas in which to relax, and the hotel also boasts a superb range of leisure facilities, including an indoor swimming pool. There are ground floor bedrooms, an adapted bedroom and a lift.



### Hardy's Delightful Dorset... Coast & Country

Friday 28th June 2019 | 4 Days | £369 per person

Single supplement: £NIL (8 rooms only)

Supplement for single occupancy of a double/twin room: £59

Sea View Supplement: £40 per room per night (doubles & twins only)

### INCLUSIONS

- 3 nights in en-suite bedrooms with breakfast & dinner • Lift
- Porterage Ground floor rooms
- Adapted room Leisure facilities
- 2 excursions & visits to places of interest en-route • Evening entertainment • Admission to Athelhampton

Join us for a relaxing break based in the South Coast's premier resort, Bournemouth; a perfect location from which to explore the delightful county of Dorset an area immortalised by one of its most famous residents, the Victorian novelist & poet, Thomas Hardy. Our two included excursions offer plenty of variety; with visits to historic towns, traditional seaside resorts and the stunning Athelhampton House & Gardens. In addition, there will be the opportunity to explore the cathedral city of Chichester and the market town of Marlborough en-route.

### YOUR ITINERARY

Day 1: We depart from our local boarding points, and make our way southward, stopping en-route at the Polhill Garden Centre & Shopping Village and the historic city of Chichester, with its magnificent 12th century cathedral and fine Georgian shopping centre. Our journey continues through the beautiful New Forest and on to our hotel.

Day 2: After breakfast this morning, we depart for an excursion into rural Dorset. Our route takes us along tree-lined country roads, until we reach historic Shaftesbury, the "Shaston" of Thomas Hardy's novels, and one of the oldest and highest towns in England. Steeped in history and tradition, Shaftesbury boasts breathtaking views of the surrounding countryside and Gold Hill, made famous by the Hovis Bread advertisement, with its steep cobbles

and picturesque cottages. Ample opportunity to explore, before returning to our hotel for time at leisure.

Day 3: A full day excursion incorporating two of Dorset's many treasures, both with connections to Thomas Hardy and his family, Elegant Weymouth is a classic English seaside resort set on a beautiful Georgian bay, with a level promenade, colourful harbour, busy marina and excellent pedestrianised shopping centre. Athelhampton House & Gardens is a stunning 15th century house, bursting with fascinating history, surrounded by tranquil formal gardens and

bounded by the River Piddle (admission included).

Day 4: We depart after breakfast and commence our return journey, stopping en-route at the popular Wilton Shopping Village and the attractive market town of Marlborough, with its broad High Street of charming, colonnaded houses & fine old pubs.



Located on the prestigious East Cliff, overlooking the bay, Bournemouth's \*\*\* Suncliff Hotel is just a short stroll from the beach and the vibrant town centre. This 3-star standard hotel is an ideal base for our tour with its comfortably furnished en-suite bedrooms, many with stunning sea views, welcoming Atlantis Restaurant, elegant Tropicana Lounge/Bar and top rated spa, with indoor swimming pool.



# Picturebook Pembrokeshire and Cardigan Bay

Thursday 11th July 2019 | 5 Days | £459 per person

Single Supplement: £NIL (4 rooms only)

Twin/Double room for sole-occupancy supplement: £40 (6 rooms only)

 4 nights half-board in en-suite bedrooms • Porterage • Lift
 3 excursions • Visits on outward & return journeys • Admission to National Botanic Garden

This lovely five-day tour takes us to a delightful corner of Wales where we explore the neighbouring counties of Pembrokeshire, Ceredigion & Carmarthenshire. We enjoy the stunning coastline of the Pembrokeshire National Park, with visits to the charming seaside towns of Saundersfoot & Tenby. We also spend some time in the picturesque resorts of New Quay and Aberaeron, beautifully situated overlooking the blue waters of Cardigan Bay. In addition, we discover the history of the Welsh wool industry, visit the amazing National Botanic Garden of Wales, and take in elegant "royal" Tetbury & the castle town of Chepstow.

### **YOUR ITINERARY**

Day 1: We depart from our local boarding points and head west, stopping en-route in the attractive market town of Tetbury, in the Gloucestershire Cotswolds, with its wealth of individual shops & cafes, many bearing the Prince of Wales Feathers.

Day 2: After breakfast today, we travel across country to the pretty coastal village of New Quay "the Pride of Cardigan Bay" with its blue waters and beautiful sandy beaches, where picturesque houses cling to the sides of the sheltered harbour. Look out for the Dolphins which can often be seen from the pier. Our lunch stop is the attractive resort of Aberaeron, known as Ceredigion's "Jewel in the Crown", a charming Regency town with multicoloured buildings lining its quay. Our final visit is to the National Wool Museum, where we discover the story of the Welsh wool industry.

Day 3: Following breakfast this morning, we visit the beautiful National Botanic Garden of Wales, the first national botanic garden of the millennium, with its historic and futuristic buildings, horticultural displays, flower meadows, and lakes. The garden's centrepiece is the Great Glasshouse, an amazing tilted glass dome, containing a Mediterranean landscape, with rock terraces, streams, waterfalls and six-metre deep ravine.

On leaving the garden, we return to our hotel for an afternoon at leisure in Carmarthen

Day 4: Today we travel along the coast, via the castle town of Laugharne, former home of poet Dylan Thomas, past the vast expanse of Pendine Sands,

scene of many land-speed record attempts, to the delightful resort of Saundersfoot, Continuing on, we reach the ancient walled town of Tenby, an iconic seaside town with a colourful harbour, beautiful sandy beaches, medieval streets and magnificent views out to Caldey Island.

Day 5: On leaving our hotel, we travel homeward, with a lunchtime visit to the historic National Trust village of Lacock, a favourite location for TV and films, including Harry Potter. Additional attractions are the beautiful abbey and the Fox Talbot Photography Museum (admission to village free; admission to Abbey & Museum extra, NT Members free).

Our hotel is the \*\*\* Ivy Bush Royal, centrally located in the market town of Carmarthen. This historic hotel, once a favoured retreat of Lord Nelson & Lady Hamilton, has been sympathetically modernised to blend its old world charm with modern facilities. The restaurant serves a varied selection of carefully prepared meals, while the lounge and outdoor patio are perfect for relaxing after a busy day. All en-suite bedrooms are comfortably furnished and well equipped, there is also a lift.



# & the Lancashire Rose

Thursday 18th July 2019 | 5 Days | £449 per person

Twin/double room for single occupancy supplement: £56 (first 8 rooms only)

This exciting tour, based at the centrally located Hallmark Leyland Hotel, allows us the opportunity to explore no less than three neighbouring counties; Lancashire, Cumbria & Yorkshire. Our carefully planned excursions take us to the Victorian coastal resort of Lytham St Annes, the Yorkshire market towns of Grassington & Skipton and the popular Lakeland resort of Bowness-on-Windermere. We also visit Dewlay Cheesemakers, Cumbria's magnificent Holker Hall & Gardens, Pendle Witch Country and take a tour into Calendar Girls Country. In addition, we spend time in the beautiful Peak District and picturesque Clumber Park en-route.

### YOUR ITINERARY

Day 1: On leaving our local boarding points, we make our way northward, stopping en-route at NT Clumber Park, an area of picturesque parkland and gardens, with a magnificent lake (free entry to shop, parkland & restaurant admission payable to visit Walled Kitchen Garden, NT members free).

Day 2: This morning, we visit the Dewlay Cheese Factory, a traditional family run Lancashire cheesemakers, founded in 1957, where we enjoy a guided tour, refreshments and cheese tasting. Continuing on, we travel along the Fylde Coast, through the lively town of Blackpool, to elegant Lytham St Annes, two neighbouring towns that have grown together to form one delightful seaside resort, nestled along a picturesque stretch of coastline, with well tended lawns, pretty parks, sandy beaches, a Victorian pier, historic windmill, a 'royal' golf course and stylish independent shops.

Day 3: After breakfast today, we head eastward into the county of Yorkshire, our journey taking us through Pendle Witch Country, to the castle town of Skipton "Gateway to the Yorkshire

Dales", with its bustling street market and award-winning High Street. This afternoon, we travel into Calendar Girls Country, our route taking us via Rylstone & Cracoe (home of the real life Calendar Girls) and on to the attractive Dales market town of Grassington (one of the film locations), with its charming cobbled square.

Day 4: Today's excursion takes us northward into the Lake District National Park, where we visit the resort of Bowness-on-Windermere, Cumbria's most popular destination and home to many attractions, speciality shops and cafes. Continuing on, we travel along the eastern shore of Lake Windermere. to its southernmost tip, via Newby Bridge, and on to Holker Hall, one of the best loved stately homes in Britain, and home of Lord & Lady Cavendish. Holker

Hall is magnificently framed by the Lakeland Hills with magical gardens, boasting all-year interest, that merge into the surrounding parkland. We return through the resort of Grangeover-Sands, with its views of Morecambe Bay.

& Cheese Factory

Day 5: On leaving our hotel we make our way homeward, our journey taking us via the pretty villages and beautiful scenery of the Peak District National Park.



Our hotel is the popular \*\*\* Hallmark Leyland, a modern, luxurious hotel, situated just outside the Lancashire town of Leyland, and ideally located for our tour. All bedrooms are well equipped and offer en-suite facilities; there is no lift, however, many ground floor rooms are available, including two with walk-in shower. Meals are taken in the Four Seasons Restaurant and a relaxing drink may be taken in the J28 Lounge Bar. The comprehensive leisure club boasts an indoor swimming pool.



### Splendours of Durham & Northumberland

Monday 5th August 2019 | 5 Days | £479 per person

Supplement for twin/double room for sole-occupancy: £66 (first 5 only)

- · 4 nights half-board in en-suite bedrooms • Porterage • Adapted rooms • Lift • Leisure centre
- · 3 excursions · Visits on outward & return journeys

An exciting tour exploring Durham and Northumberland, two regions boasting a wealth of beautiful scenery and historic buildings. Our three splendid excursions include: magnificent Alnwick "Windsor of the North", the fascinating National Railway Museum, Grace Darling's Bamburgh, the award-winning Beamish Open Air Museum, the cathedral city of Durham, vibrant Hexham, the glorious Durham Dales and the stunning North Pennines. In addition, we visit historic Lincoln and floral Harrogate en-route, and there will be photo opportunities at Gormley's "Angel of the North" and "Mallard", Darlington's Brick Train.

### YOUR ITINERARY

Day 1: On leaving our local boarding points, we head north, stopping en-route in the historic city of Lincoln, with its magnificent cathedral, ancient castle and medieval Bishops Palace.

Day 2: Today, we have the opportunity to visit the award-winning Beamish Open Air Museum (admission extra), a wonderful recreation of Northern life. set in beautiful countryside, that can be explored on foot or by vintage tram, boasting a 1900's town, pit village & colliery, a 1940's farm, 19th century Pockerly Hall, an Edwardian railway station, a school house and other carefully restored exhibits. For those who have seen Beamish, we visit vibrant Hexham, England's "favourite market town", with its ancient Shambles, magnificent Abbey and imposing 15th century Moot Hall. We then travel through the spectacular North Pennines, past Derwent Reservoir, via the pretty border village of Blanchland, built with the remains of its 12th century abbey, to Weardale, where we stop at the Durham Dales Centre.

Day 3: After breakfast, we visit the National Railway Museum "Locomotion" (free entry) at Shildon – the world's first Railway town, before making our way to the city of Durham, beautifully situated in a loop of the River Wear, with its winding cobbled streets and iconic cathedral, dominating its magnificent skyline. We spend the afternoon exploring the city and/or visiting the stunning 13th century Crook Hall & Gardens (admission extra), an oasis of peace & tranquillity, described as "a tapestry of colourful blooms".

Day 4: Today's excursion takes us into Northumberland, were we visit medieval Alnwick, with its cobbled streets and historic buildings. The centrepiece is Alnwick Castle, reputedly one of the finest in England, and home of the spectacular, restored Alnwick

Garden, Either remain in Alnwick to explore the town and its attractions, or join our tour along the Northumberland coastline, via Seahouses, to the attractive coastal village of Bamburgh. former home to heroin Grace Darling, with its award-winning beaches, imposing castle and views across to the Farne Islands.

Day 5: We depart from our hotel and make our way home, stopping en-route at the award-winning floral spa town of Harrogate, with its glorious gardens and graceful architecture.



A stunning country hotel, the \*\*\* Redworth Hall is a 17th century Jacobean Manor house, sitting in 150 acres of beautiful woodland in County Durham. The building still retains many of its original features, including the magnificent galleried Baronial Great Hall and ornate spiral stone staircase. All en-suite bedrooms are modern, yet maintain the hotel's Jacobean style, with views of the courtvard or woodlands. The health club boasts an indoor swimming pool.



Single supplement: £NIL (4 rooms only)

Double room for single occupancy supplement: £60 (3 only)

A relaxing break on the idyllic Isle of Wight has to be at the top of everyone's holiday list, and this five-day tour offers something to suit all tastes. Our three included excursions take in the best the island has to offer and, in addition, we pay a visit to the cathedral city of Winchester and Georgian Chichester en-route.

### YOUR ITINERARY

Day 1: We depart from our local boarding points, and make our way to the South Coast, stopping en-route in historic Winchester, the "perfect English city", with its magnificent Gothic cathedral, boasting the longest nave in Europe. After lunch, we cross the Solent from Southampton to the Isle of Wight.

Day 2: This morning's excursion takes us on a circular tour round the eastern half of the island. We visit Newport, the principal town, situated on the River Medina, with its two elegant Victorian & Georgian squares, and bustling Tuesday market, before returning via Ryde and Brading. This afternoon, either relax in our lovely hotel, or take a ride on the award-winning Isle of Wight Steam Railway, a 10 mile round trip through the beautiful countryside (train fare extra).

Day 3: After breakfast today, we take the southern coast road to one of the Great Gardens of Britain, Ventnor Botanic Garden, with its unique position, basking in the microclimate of the undercliff, enabling an unrivalled collection of subtropical and exotic plants to flourish. Continuing on, we

reach Isle of Wight Pearl, with its fine collection of jewellery and popular café, boasting spectacular sea views. Our final visit of the day is to Alum Bay, world famous for its cliffs, comprising 21 shades of coloured sand, and spectacular views of the iconic "Needles".

Day 4: Today's excursion takes us to Arreton Barns, where we find a treasure trove of unique gifts and items for the home. Continuing on, we reach Godshill, a quintessential English village, overlooked by a hill-top, medieval church, with an array of charming thatched-roofed cottages, a model village, and an attractive winding mainstreet. The remainder of the day is free to enjoy the traditional resort of Shanklin, with its glorious golden sands, dramatic sandstone cliffs, tranguil gardens and lovely "Old Village", housing

a wonderful selection of quaint shops and tearooms.

crossing • Entrance to Ventnor

Botanic Garden

Day 5: On leaving our hotel, we board the ferry and travel back to the mainland. Our lunchtime visit is to historic Chichester, one of the best preserved Georgian cities in the country, with its compact centre, elaborate market cross and a magnificent Norman cathedral.



Our hotel is the family run, \*\*\* Bourne Hall, an elegant Country House, set in mature grounds, south of Shanklin "old village" on the Isle of Wight. Situated in an elevated position at the foot of Luccombe Downs, the hotel enjoys exquisite views across Sandown and Shanklin Bay. Originally built in the late 1860's, said to be for one of Queen Victoria's ladies in waiting, the "house" still retains its sense of history, whilst providing comfortable, modern accommodation. All well appointed bedrooms have en-suite facilities and are located on ground, first and second floors (no lift). There is an indoor swimming pool.



### Elegant Eastbourne & the South Coast

Friday 13th September 2019 | 4 Days | £375 per person

**Single Room Supplement:** £NIL (9 rooms only)

Guaranteed sea view supplement: £25 per person

Double room for single occupancy supplement: £60

- 3 nights half-board in en-suite bedrooms
   Lift
   Porterage
   2 included excursions with visits
- on outward & return journeys
- Evening entertainment one nightTrain fare Entrance to NT
- Irain fare Entrance to NI

  Nymans (discount is available to

  NT members)

A relaxing break at one our client's favourite locations and at one of our most popular hotels. Close to home and boasting a fine Victorian seafront, level promenade, pier and a comprehensive shopping centre, the elegant south coast resort of Eastbourne is always a perfect holiday destination. Our lovely tour includes excursions to historic Arundel, pretty Steyning and the popular Bluebell Railway, and, in addition, there will be visits to the Spa town of Royal Tunbridge Wells, the seaside resort of Hastings and the beautiful Nymans Estate.

### YOUR ITINERARY

Day 1: We depart from our local boarding points, and make our way to Royal Tunbridge Wells, where we stop at the attractive, colonnaded Pantiles, with its small specialist shops and cafes. Continuing on, we reach the coastal town of Hastings, overlooked by the remains of William the Conquerors first Norman castle and location for the filming of the ITV drama Foyle's War. Hastings is home to Europe's largest beach-launched fishing fleet and the UK's steepest funicular cliff railway; it also boasts a picturesque Old Town. After lunch we complete our journey to Fastbourne.



Day 2: After breakfast, we travel across the rolling hills of the South Downs, the UK's newest National Park, to Steyning, one of the prettiest Sussex towns, with its fine High Street, lined with historic buildings. This afternoon, we visit historic Arundel, a delightful, uniquely attractive town, which sits alongside the River Arun, overlooked by its towering Norman Castle & magnificent Gothic cathedral. Time to browse in the lovely Georgian & Victorian streets, before we return to our hotel.

Day 3: Today, we take another scenic tour, however, this time we admire the leafy countryside from one of the preserved, heritage trains on the popular Bluebell Railway. After a

nostalgic return journey, though the heart of Sussex, we enjoy the remainder of the day at leisure in our resort of Eastbourne, with its level promenade, traditional pier, attractive seafront and fine shopping areas.

Day 4: On leaving our hotel, we head for home, stopping en-route at NT Nymans, an estate situated in the beautiful High Weald. The Messel family bought Nymans in the late 19th century and created one of the country's great gardens, with experimental designs and new plants from around the world. Our final visit is to the popular Polhill Garden Centre, with its excellent restaurant and multitude of quality goods for the home and garden.

The \*\*\* Best Western Lansdowne, is a traditional, seafront hotel, enjoying an enviable position, at the quieter end of the promenade, in the elegant, Victorian resort of Eastbourne. All well equipped, attractively furnished bedrooms have en-suite facilities; many have sea views. Public rooms include the attractive Regency Bar, the elegant Devonshire Restaurant, and well-furnished sea-facing lounges. There are two lifts, some rooms have a walk-in shower and two rooms are equipped for the disabled.



# Charms & the Mersey Beat

Thursday 26th September 2019 | 5 Days | £469 per person

Supplement for a twin/double room for single occupancy: £56 (first 6 only)

A fabulous tour, which explores glorious North Wales, the charming county of Cheshire "home of the rich and famous" and the thriving city of Liverpool. Our carefully planned excursions take us to pretty Llangollen, beautiful Lyme Park Estate, the Victorian resort of Llandudno and the fascinating Hat Works Museum. We take an entertaining guided coach tour of Liverpool, and, in addition, visit Cosford RAF Museum and Charles Darwin's home town of Shrewsbury.

### YOUR ITINERARY

Day 1: On leaving our local boarding points, we make our way north, stopping en-route the RAF Museum at Cosford (free admission), with its many exhibitions and aircraft on display.

Day 2: Today we make our way to the award-winning Hat Works, a museum dedicated to the hatting industry, hats and headwear. We take a guided tour and learn how hatting rose from humble beginnings, as a cottage industry, to its height in the early 19th century. The museum is home to a recreated hat factory and a fantastic collection of over 400 hats. This afternoon, we visit Lyme Park, "Pemberley" in the BBC's Pride and Prejudice, with its glorious views across the Cheshire Plain. The lavish interiors of the house reflect the life of a great estate, focussing on its fascinating history during the regency period, and the gardens feature a Reflection Lake, Orangery and Rose Garden (admission extra approx £12, NT members free).

Day 3: Following breakfast, we visit the fascinating city of Liverpool, renowned

for its maritime history and worldbeating musical heritage. A guide will join our coach for an entertaining "musical history tour", taking in the sounds and sights of a city that has provided the world with a wealth of talent. After the tour, we spend the lunchtime period at the revitalised waterfront area, home to the Merseyside Maritime Museum, the Tate Liverpool and the award-winning Beatles Story. This afternoon, either explore at leisure, or take a "Ferry 'cross the Mersey" and enjoy breathtaking views with a full commentary (guided coach tour included, admissions for attractions and fare for cruise extra).

Day 4: Today we cross the border into North Wales, where we visit the attractive town of Llangollen, situated in the beautiful valley of the River Dee. Continuing on, we make our way, via the winding Horseshoe Pass, to the Victorian resort of Llandudno, a beautiful seaside town with a promenade, pier, superb beaches, elegant hotels and panoramic views from the Great Orme, at the summit of its striking headland.

refreshments

Day 5: We leave our hotel and make our way home, stopping en-route in the historic, castle town of Shrewsbury. with its wealth of timber-framed buildings, nestling in a great loop of the River Severn.



A warm welcome awaits at the \*\*\* Park Royal, a fantastic hotel which blends a beautiful mix of modern facilities with elegant grandeur; part of the hotel having been built in 1831 as a vicarage to the nearby church. All beautifully designed bedrooms are contemporary, well furnished and attractively co-ordinated. There are some bedrooms on the ground floor and the remainder are accessed via a lift. Meals are taken in the stylish restaurant and there is a leisure centre with indoor swimming pool.



Join us for a wonderful holiday to the Scottish Highlands and the Cairngorms National Park, an area of great natural beauty and a haven for wildlife. Our tour is based in the small lively, town of Kingussie, on the River Spey, with its invigorating Highland air and dramatic scenery. The successful BBC television series "Monarch of the Glen" was filmed locally; some scenes were actually recorded at our hotel. Our two excursions include the scenic Strathspey Steam Railway, the welcoming Dalwhinnie Distillery and bustling Aviemore; there is a spectacular "Lochs & Glens" circular tour and free time in our resort. In addition, we visit Moffat, the Kelpies, Edinburgh & Harrogate en-route.

### YOUR ITINERARY

Day 1: On leaving our local boarding points, we head northward to our overnight hotel, the 3\* Hallmark Leyland Preston. Suitable stops will be made en-route.

Day 2: After breakfast, we cross the Scottish border, and make our way to Kingussie, stopping en-route in the attractive former wool town of Moffat and at the iconic Kelpies, two magnificent, steel horses' heads, the largest equine sculptures in the world.

Day 3: Today's spectacular circular tour takes us alongside Loch Laggan and through Glen Spean, to pretty Spean Bridge, where we stop for refreshments. There will be photo opportunities at the Commando Memorial, with its breathtaking mountainous back drop, before we continue on, past Loch Lochy, and via Invergarry and Fort Augustas, to the vast expanse of Loch Ness, famed for mythical Nessie. We travel the length of the loch, passing the dramatic ruins of Urquhart Castle, and visit shore-side Drumnadrochit, an attractive village surrounded by great Scottish glens.

After lunch, we return to our hotel, in the Cairngorms National Park, via a scenic Highland route.

Day 4: This morning, we visit welcoming Dalwhinnie, the highest distillery in Scotland, for a guided tour and malt whisky tasting, complemented with hand-made chocolate. Our lunch stop is the bustling resort of Aviemore, in its beautiful Highland setting. From here, we board the Strathspey Steam Railway, for a nostalgic return journey alongside the River Spey, taking in the stunning scenery of the Cairngorms and stopping at Broomhill Station, Monarch of the Glen's "Glenbogle".

Day 5: A day at leisure in the pretty town of Kingussie, or explore the area using the local bus, which departs from our hotel. For destinations further afield, the train station is nearby. Details of local attractions and services will be provided.

Day 6: We depart from the Duke of Gordon Hotel and head for our overnight stop, the 4\* Holiday Inn Gosforth Park. Our lunchtime visit is the historic city of Edinburgh, with its awe-inspiring castle.

Day 7: On leaving our hotel, we make our way southward, stopping en-route at the award-winning floral spa town of Harrogate, with its glorious gardens and graceful architecture.



Our Scottish hotel is the \*\*\* **Duke of Gordon**, a wonderfully historic building with origins in the 18th century; in 1861 it played host to Queen Victoria and Prince Albert. Traditional Scottish fayre is served in the elegant Balmoral Restaurant, with its heavily corniced ceilings, and on some evenings, guests are welcomed to dinner by a piper, in full Highland dress. Regular entertainment takes place in the Ruthven Ballroom.



### **Captivating Cornwall**

Thursday 17th October 2019 | 5 Days | £469 per person

Single Supplement: £NIL (5 rooms only)

Supplement for double room for sole occupancy: £56 (2 rooms only)

• 4 nights half-board in en-suite bedrooms • Porterage • Ground floor rooms (no lift) • Disabled rooms • Evening entertainment • 3 eyeursions

Once again we join our friends at the welcoming Rosemundy House Hotel, in the picturesque coastal Cornish village of St Agnes, with its thriving, friendly community and beautiful scenery. Our tour boasts three lovely excursions, taking in Elizabethan Trerice House & Gardens, the charming fishing village of Mevagissey, beautiful St Ives, picturesque Fowey and TV Doc Martin's Port Wenn. We have also allowed for time at leisure in St Agnes.

### YOUR ITINERARY

Day 1: We depart from our local boarding points and head for the Southwest, stopping en-route for refreshments & lunch.

Day 2: After breakfast today, we travel via the resort of Perranporth, with its golden sands, former home of Poldark author, Winston Graham, to the pretty fishing village of Port Isaac, a popular film and TV location, most recently, transformed into fictional Port Wenn for the successful comedy drama Doc Martin, staring Martin Clunes. On our return to St Agnes, we visit NT Trerice, an elegant Elizabethan Manor House, with fine interiors and delightful gardens, inspiration for Trenwith, the Poldark family home.

**Note:** Entry to Trerice House is extra, NT Members FREE.

Day 3: Today's excursion takes us to the coast, where we visit the pretty old fishing port of Mevagissey, with its quaint shops and colourful cottages, lining the busy harbour. Continuing on, we reach picturesque Fowey, with its

winding streets, historic buildings, bustling quay & beautiful estuary. The town, with its eclectic mix of small galleries, gift shops and eating places, boasts several famous residents; Daphne de Maurier lived there, and more recently, Dawn French, Gloria Hunniford and Good Morning's Richard & Judy.

Day 4: Today, we visit the charming resort and fishing village of St Ives, with its splendid beaches, fine views and mild climate. The beauty of St Ives has always attracted artists, and in recent times it has become an important centre of the arts, with museums and galleries adding to its appeal. We then

take a scenic return route, via Mounts Bay, and past the magical St Michaels Mount, back to St Agnes. We spend the remainder of the day at leisure, either relaxing in our hotel or exploring the pretty coastal village; look out for Stippy Stappy, the row of pretty sea captains cottages, which tumble down the hillside; and also the remains of the stone built engine houses, a reminder of the area's mining past; perhaps take a walk to the beautiful Trevaunance Cove.

**Day 5:** After breakfast this morning, we commence our return journey, making suitable stops for refreshments & lunch.

Our hotel is the welcoming, family run \*\*\* Rosemundy House, an elegant Queen Anne residence dating back to the 1780's, beautifully situated amongst secluded gardens and woodlands, where we are assured of a warm welcome and excellent cuisine. The Rosemundy is ideally situated to explore the county of Cornwall and is also a comfortable home-from-home when at leisure. All well appointed en-suite bedrooms are on either the ground or first floor, and for relaxation, there are two comfortable lounges and a well-stocked bar. Meals are waitress served in the attractive restaurant and there is entertainment on some evenings.



# Tinsel & Turkey in Delightful Dorset

Friday 8<sup>th</sup> November 2019 | 4 Days | £319 per person

Single Supplement: £Nil (5 rooms only)

Supplement for single occupancy of a double/twin room: £59

Sea View Supplement: £40 per room per night (doubles & twins only)

Why wait for Christmas to arrive, start the festivities early on our wonderful pre-Christmas break, based in the South Coast's premier resort of Bournemouth. This feature-packed weekend boasts two excursions, interesting visits during the outward & return journeys, and, in addition, a full programme of evening entertainment, with extra "goodies" provided by our lovely hotel.

### YOUR ITINERARY

Day 1: On leaving our local boarding points, we make our way to Bournemouth, stopping en-route in Royal Windsor, a wonderfully historic town, dominated by its magnificent castle. Ample opportunity to sightsee, before completing our journey to the South coast. On arrival at our hotel, we enjoy tea/coffee, while porters take care of our luggage. Dinner this evening is followed by entertainment.

Day 2: After breakfast, we travel along tree-lined country roads into rural Dorset, where we visit historic Sherborne, without doubt, one of the most beautiful towns in England, boasting an abundance of medieval buildings, a superb abbey, two castles and a delightful shopping area. This afternoon we take a coach tour of the area before returning to our hotel for a traditional Christmas dinner, followed by entertainment.

**Day 3:** Today, we visit the Isle of Purbeck, where we board the Swanage

Steam Railway for a nostalgic journey, past the striking ruins of Corfe Castle, through the countryside, to the Victorian seaside resort of Swanage, at the eastern edge of the world famous Jurassic Coast. Ample opportunity to explore the town, with its pier, level promenade and sweeping, sandy bay, before returning to our hotel for time at leisure. This evening's dinner is followed by entertainment with a glass of fizz to get us into the party spirit.

Day 4: We depart after breakfast and commence our return journey, which takes us into the beautiful New Forest, where ponies and cattle roam freely amongst the heathlands, mighty oaks, beeches and lofty pines. We make morning coffee stop in one of the

delightful villages, situated at its heart, before making our way to the popular Polhill Garden Centre & Shopping Village.

• 2 excursions & visits to places of

interest en-route • Evening entertainment • Train fare

**Note:** This programme of meals and entertainment is based on the latest information available from the hotel; we reserve the right to make changes, as necessary, should the hotel amend their arrangements.



Located on the prestigious East Cliff, overlooking the bay, Bournemouth's \*\*\* Suncliff Hotel is just a short stroll from the beach and the vibrant town centre. This 3-star standard hotel is an ideal base for our tour with its comfortably furnished en-suite bedrooms, many with stunning sea views, welcoming Atlantis Restaurant, elegant Tropicana Lounge/Bar and top rated spa, with indoor swimming pool.



### Christmas in the Heart of England

Monday 23rd December 2019 | 5 Days | £599 per person

**Double room for Single Occupancy Supplement:** £56 (8 rooms only)

Pantomime ticket (optional): £36

journeys • Two excursions Porterage • Lift • Christmas gift Raffle & chocolates on the coach

Our 2019 Christmas break takes us to the Heart of England, a region with a wealth of history, industrial heritage and stunning scenery. In addition to the festivities provided by our hotel, our tour includes visits to the "Pork Pie & Stilton" town of Melton Mobray, Georgian "Shrovetide" Ashbourne, Masson Mills, the Trentham Estate and the University City of Oxford. We drive through the rolling hills of the Cotswolds and the beautiful Peak District National Park, and have the opportunity to visit a local pantomime. A great hotel, convivial company and the usual Boon's extras: we're confident our 2019 seasonal celebration will be a winner.

### YOUR ITINERARY

Day 1: We depart from our local boarding points, and make our way to Coton Orchard Garden Centre, before travelling past the vast expanse of Rutland Water, to historic Melton Mobray, a town celebrated for Pork Pies and Stilton Cheese. On arrival at our hotel, we enjoy a welcome reception. We all we meet again for dinner, which is followed by a quiz and an evening of parlour games.

Day 2: Following a tasty breakfast, our circular tour of the area takes us to Staffordshire's award-winning Trentham Estate, with its multitude of shops, housed in timber lodges, a garden centre and fabulous gardens. We return via Georgian Ashbourne, one of Derbyshire's finest old market towns. famous for its historic annual Shrovetide football match. This evening, we enjoy a drinks reception, prior to dinner, accompanied by live music. Later, we attend Midnight Mass\*; mulled wine and mince pies will be served on our return.

Day 3: Merry Christmas!!! A hearty breakfast, with bucks fizz, will be served in the restaurant, setting us up nicely for the rest of the day. Spend a relaxed morning in the hotel or pay a visit to one of the local churches\*, prior to our traditional Christmas meal, with all the trimmings and presents for all. This afternoon, we retire to the lounge to watch the Queens Speech over a cup of tea/coffee and cake. This evening's dinner will be buffet style; a Christmas Quiz and bingo round off the day.

Day 4: After breakfast, take a stroll into the city, or join our excursion through the pretty villages of the glorious Peak District National Park, with a stop at Masson Mills in the Derwent Valley. After lunch, either relax in the hotel, or visit the pantomime, Cinderella, at Nottingham's Theatre Royal\*. This evening's farewell meal is followed by music and dancing.

Day 5: After breakfast, we make our way homeward, our route taking us across the rolling hills of the Cotswolds, to ancient Oxford, the city of Dreaming Spires, with its honey coloured buildings and riverside setting. We take lunch, before completing our journey to Essex.

\* Transport will be provided for the pantomime and for Midnight Mass, but not Christmas Day services.

Notes: This programme of meals and entertainment is based on the latest information available from the hotel: we reserve the right to make changes, as necessary, should the hotel amend their arrangements. Admission to the Trentham shops, cafes & garden centre is free, admission the gardens and other attractions is extra. Payment for Pantomime ticket is payable, either on booking, or by 1st August 2019 (non-refundable after 1/8/19).

The single occupancy doubles are "cosy" doubles with 4' beds.

A warm Derbyshire welcome awaits at the \*\*\* Hallmark Derby Midland, a prestigious Grade II listed, Victorian hotel, with a red brick façade, a secluded walled garden and an impressive guest list; no less than Queen Victoria herself, was visitor in the 19th century. Situated a short stroll from Derby's city centre, the hotel boasts a comfortable lounge, relaxing bar and an innovative brasserie restaurant. The tastefully decorated en-suite bedrooms are well equipped and are accessed via a lift.

### Holiday & Short Break Fair Trading Agreement 2019/20

### YOUR CONTRACT WITH US

### 1 You pay a deposit

When you make your booking, you must complete a booking form, accepting on behalf of your party, the terms of this Fair Trading Agreement, and also pay a deposit of £50 per person per holiday for UK mainland tours and £60 per person per holiday for all other destinations. Please refer to page 29 for Travel Insurance information.

### 2 You pay the balance

The balance payment of the holiday must be paid via the office at which you made your booking at least 6 weeks before the holiday departure date (at least 9 weeks for Thursford Spectacular short breaks) If you book within the applicable balance due period you must pay the full holiday cost at the time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit, and apply cancellation charges set out in paragraph 4 - "If you cancel your holiday".

### 3 If you change your booking

If, after our confirmation has been issued, you wish to change to another of our holidays, or change departure date, we will do our utmost to make the changes, provided that written notification is received at our office from the person who signed the booking form, not later than the date on which the original holiday balance was due for payment. This must be accompanied by a payment of £10 to cover administration costs. Any alteration made by you later than the original balance date will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below. You may only transfer to another tour departing within the current year. If you wish to make a transfer, it has to be to a completely new departure, you may not simply transfer the funds to another existing booking.

Other alterations such as the addition of requests or a change of boarding point that require reconfirmation to be issued must be notified and accompanied by a payment of £10 to cover administration costs.

Other alterations such as the addition of requests or a change of boarding point received less than 15 days before departure must be notified and accompanied by a payment of £10 to cover administration costs

### 4 If you cancel/curtail your holiday

You, or any members of your party may cancel your holiday at any time provided that the cancellation is made by the person signing the booking form and is communicated to us in writing via the office at which you made your booking. As this incurs administration costs we will retain your deposit and, in addition, apply the cancellation charges shown below:

### NOTIFICATION RECEIVED IN WRITING:

Before balance due date\*: **DEPOSIT ONLY** On, or after balance due date:

100% OF TOTAL HOLIDAY COST

### \* The balance due date will be clearly stated on

If the reason for cancellation is covered under the terms of your travel insurance policy, you may be able to reclaim these charges.

If you are prevented from travelling you may transfer your booking to another person (substitute), however, as this incurs administration costs a nominal charge of £10 will be charged.

Both you and your substitute will be equally responsible to pay any balance due and your substitute will be required to purchase the appropriate travel insurance. If you curtail your holiday, 100% cancellation charges apply.

### 5 If you have a complaint

If you have a complaint during your holiday, please inform BOTH the supplier (e.g. Hotel) AND your driver/courier immediately who will do his/her utmost to resolve the problem. If the matter cannot be put right on the spot, you must complete a complaint report form which can be obtained from your driver/courier and follow up the matter in writing within 14 days of the completion of your holiday. Details of your complaint must be sent to The Tour Manager, Boon's Calibre Travel, The Homestead, Ulting Road, Hatfield Peverel, Chelmsford, Essex, CM3 2LY quoting your booking reference, holiday destination and departure date. It is therefore a condition of this contract that you communicate any problem to the supplier of the service in question AND to the driver/courier whilst in the resort and complete a written report form. Failure to establish your complaint, in writing, immediately in accordance with the above procedure will mean that we cannot accept responsibility since we have been deprived of the opportunity to investigate and rectify the problem. Claims made after completion of the tour for which the supplier and driver/courier have not been informed and a complaint form has not been completed will not be entertained since no prior notice of the problem has been given and thus the opportunity to investigate/rectify the problem has not been given. (see page 26, item 5).

Note: The "Client Satisfaction & Comment Forms" that we distribute at the end of your tour are feedback forms, NOT complaint report forms.

### **6 Statutory Authorities**

Our brochures/leaflets are issued subject to applicable Acts of Parliament and Government Regulations and the company reserves the right to modify itineraries to conform with requests from the competent authorities in the United Kingdom and any other sovereign state through which the

### 7 Conditions of Carriage

When you travel on an aircraft, train or ship, the conditions of carriage of that carrier apply and are subject to National and International conditions which may limit or exclude liability. Your contract made under the terms of this Fair Trading Agreement is subject to English (Scottish) law and jurisdiction. Should any coach journeys be operated by vehicles other than owned by our preferred Coach operator the specification may be different to that detailed in our brochures/leaflets. The Public Service Vehicles (Conduct of Drivers, Conductors and Passengers) Regulations as amended 1990, apply to all coaches throughout any holiday in the UK.

### 8 Other Terms

a) In consideration to other travellers, on a holiday you may not: (i) Bring a pet or other animal (except guide dogs in UK and Eire, by prior arrangement), (ii) Play a radio or similar item on a coach, (iii) Smoke while on a coach (iv) Take calls from mobile telephones while on a coach, unless in an emergency (v) Make calls from mobile telephones while on a coach, unless absolutely necessary and it can be done without annoyance to others. b) You are responsible for ensuring that you are at

the correct departure point at the correct time, we

cannot be liable for any loss or expense suffered by clients because of their late arrival at any departure point.

- c) All listed excursions are included in the price of all holidays unless stated otherwise, refunds cannot be made to passengers not wishing to take part in included excursions.
- d) Admission fees and fares for attractions are not included in the price of the holiday unless otherwise stated in the tour description.
- e) Hold luggage must consist of no more than one medium sized suitcase per person (max size: 20" x 28", max weight: 20 kilos), correctly labelled with a Boon's Calibre Travel label. The desire to take additional items, such as collapsible wheelchairs, should be notified to the Boon's Calibre Travel office in writing. Your driver will load your luggage on to the coach but it is your responsibility to ensure that it is actually loaded. We will only accept responsibility for loss or damage to luggage if it is as a direct result of improper handling by one of our staff. Please do not leave luggage or personal belongings on unattended coaches overnight, we cannot accept responsibility for loss or damage to items left in this way.

### 9 Rights of Refusal

Boon's Calibre Travel reserves the unconditional right to refuse a booking, or terminate a clients holiday in the event of unreasonable conduct which in Boon's Calibre Travels opinion is likely to cause damage, distress, danger, or annoyance to other clients, employees, property, or to any third party. If you are prevented from travelling or continuing your holiday by such a termination, Boon's Calibre Travels responsibility for your holiday ceases. Full cancellation charges will apply and Boon's Calibre Travel will be under no obligation for any refund, compensation, or loss, which you may incur.

### 10 Infectious or Contagious Diseases

For the health and safety of our clients and staff, we cannot accommodate travellers who have an infectious or contagious medical condition. If you have had such a condition within 14 days prior to travel please let us know and supply a doctor's confirmation to indicate that your condition is no longer contagious. Should you fall ill during your holiday please advise your coach driver and the hotel reception immediately. Infectious or contagious diseases can be passed on very quickly; in order to protect others we reserve the right to request that you and your party leave, or be confined to your room, if we believe that your condition makes this necessary. You will not be able to return home on the coach if you are still infectious/contagious on the final day of your holiday. Should you knowingly travel while infectious/contagious you may be held responsible for any resulting illness, expense or inconvenience caused to our clients, staff and/or any third party. If you are refused travel or asked to leave, full cancellation/curtailment charges will apply and we will not be held responsible for any expense you may incur. If you are confined to your room, no refunds will be made.

### 11 Holiday Insurance

We strongly recommend that you take out adequate insurance to cover you for cancellation, illness, personal injury, or death during the course of your holiday and take no responsibility for any expense incurred as a result of you having insufficient, or no, insurance protection. Please refer to page 29 for additional information.

### Holiday & Short Break Fair Trading Agreement 2019/20

### 12 People with special needs

We accept bookings from people with special needs, however, any disability must be highlighted by forwarding a letter with all details to the Boon's Calibre Travel office, please ensure that the letter is acknowledged. We stress that we cannot guarantee any requests that are made, but we normally find that most hotels respond favourably in such circumstances. If we are not informed in this way we cannot be held responsible for any inconvenience or costs incurred by the client and this may include our refusal to take you on holiday or to complete your holiday arrangements. Please note that 100% cancellation charges would apply in these circumstances. You should be aware that although many hotels cater for wheelchairs there still might be steps or stairs to contend with (this will also apply to places visited on excursions). We would strongly recommend that people with special needs do not travel alone unless they are totally self-sufficient. Our coach drivers will gladly give assistance when required, however, it is not possible for the coach driver, or fellow passengers, to become full-time carers for the duration of the tour. We regret that we are unable to accept bookings from customers whose special needs make them heavily dependant on others, unless they are accompanied by a dedicated travelling companion who will assist them throughout the tour. Should the decision to refuse a booking be disputed by the customer, a Doctors 'Certificate of Fitness to Travel Unaccompanied' will be required (at customers own expense)

### 13 Accommodation and Special Requirements

Please provide written notification when booking of any special requirements (e.g. special diets). We will note these requirements on your booking confirmation and do our utmost to satisfy them, however, we cannot guarantee that they will be met and hence their provision is not a condition of this contract. Nevertheless, hotels are usually sympathetic to requests relating to medical matters. Requests for double rooms are honoured wherever possible, however, since many modern hotels have a majority of twin rooms this cannot be guaranteed. All rooms have private facilities and this is deemed to have been affected by the provision of either a bath and WC or a shower and WC, requests for one or the other can only be treated as requests. Single rooms will be sold to you at the supplement (if any) specified in the tour description. Additional single rooms over and above our original allocation, which is usually 4-8 rooms, may attract a surcharge levied by the hotel.

### 14 Passports and Visas

For all Continental holidays you will require a full 10-year British Passport. If you have any doubts about your status as a resident British subject, or you do not hold a full British Passport, you must check with the Embassies or Consulates of the countries to be visited to confirm the passport or visa requirements needed in your particular circumstances. We cannot accept responsibility if passengers are not in possession of the correct travel documents.

### 15 Health

Under normal circumstances, most Western European Countries do not require visitors to be vaccinated. However, we will indicate any known vaccination or other health requirements where possible for each country to be visited. If you are unsure of the health requirements of the country you are visiting, you are advised to check with your doctor before travelling.

### **OUR PROMISE TO YOU**

### 1 We reserve your Holiday

When you or your travel agent has provisionally confirmed that we have space on the holiday of your choice, a confirmation/invoice will be forwarded to you normally within 14 days of receipt of your signed booking form and deposit. The contract is made between us when you receive this confirmation. Provisional bookings will only be held for 14 days.

### 2 Your Holiday Price

Holiday prices include all coach travel, hotel accommodation, and meals, as specified in the holiday description, and VAT where applicable. Morning coffee, afternoon tea, and other refreshments taken at establishments en-route are not included. Some hotels may make a small charge for porterage and tea/coffee served after dinner. Gratuities to hotel staff and driver/couriers are discretionary. Unless specifically indicated in the tour itinerary or description, entrance fees and guide fees are not included in the holiday cost. Extras at hotels (such as newspapers, telephone calls, and room service etc), midday meals and other refreshments taken during the tour, all admissions to attractions and places of interest, fares for boat trips (other than those which are a necessary part of the journey), and fares for train rides, are NOT included in the holiday cost unless otherwise stated.

The price of your holiday is subject to surcharges resulting from the following: fuel increases, government action, including additional bonding or licensing requirements, VAT, taxes, or levies by the UK (or overseas) government or government agencies. In all cases we reserve the right to pass on these amounts in full. However, for other increases such as those resulting from currency fluctuations, and increases in scheduled fares, we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged, but where a surcharge is payable there will be an administration charge of £5 per person together with an amount to cover agents commission. If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except for any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice. Surcharges will not be imposed within 30 days of departure date.

### 3 If we change your holiday

The arrangements for holidays in our brochures/ leaflets are made many months in advance and changes are sometimes unavoidable. However, most of these changes are very minor, but where they are significant we will notify you as soon as reasonably possible before your departure date.

A "significant change" is one that involves changing your departure date; resort area or reducing the quality of your main hotel. Changing the location of a single overnight hotel does not constitute a significant change nor do minor changes between original and final litneraries. In the event of a "significant change" you may decide to: [a] continue with your holiday as amended; [b] accept an alternative holiday, which we may offer you (with price adjustment as appropriate); or [c] cancel your booking. If you cancel your booking we will refund all monies paid by you. No other claims

for compensation or expenses will be considered.

### 4 If we cancel your holiday

We reserve the right to cancel your holiday, if for example, there is insufficient demand, and if this should occur we would return to you all the monies you have paid to us or offer you a suitable alternative holiday. However, we will not normally cancel your holiday within 3 weeks of departure unless (a) you have not paid for your holiday in full or (b) your holiday is influenced by, war or threat of war, adverse weather conditions riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disasters, fire, epidemic or health risk, technical problems to transport, closure or congestion of ports, or similar events beyond our control. If we have to cancel your holiday, we are liable only for monies you have paid to us.

### 5 What happens to complaints?

All complaints that are received are thoroughly investigated and customers kept informed at each stage of the investigation, however, sometimes these investigations can take time awaiting response from our suppliers. We can normally agree an amicable settlement of the few serious complaints that we receive if the complaint is found to be genuine. For complaints made as a result of component parts of your holiday as advertised in our brochures/leaflets not being supplied to you to a reasonable standard we will pay you a reasonable compensation provided that the complaint is genuine and the correct complaints procedure has been followed However, our overall liability is limited by the exclusions below and our liability to each claimant is limited to the total cost of the holiday per person. (Please refer to "Your contract with us" item 5 for complaints procedure and "Our Promise to You" items 6, 7, 8 and 9 which refer to liability, hotel amenities, brochure/leaflet accuracy, and running times).

### **6** Liability

We accept no responsibility for and shall not be liable in respect of the non-provision of advertised component parts of your holiday, or any loss, damage or additional expense incurred due to circumstances which we could not predict and which were beyond our control, such as adverse weather, road or traffic conditions, or the matters referred to in paragraph 4 (b) above.

### 7 Hotel amenities

We will not be liable for the unavailability of the following hotel amenities: amenities (e.g. hotel lifts and swimming pools etc) that require servicing, repair and cleaning and may not therefore be available at all times, services that may be affected by weather conditions and their availability is entirely at the discretion of the provider of the service, entertainment provided by hotels which is often subject to demand and its nature and/or frequency may be varied if there is a lack of demand or insufficient numbers staying at the hotel.

### 8 Accuracy of brochures/leaflets

In all cases all descriptions of hotels, resorts, places of interest etc are published in good faith and are believed to be correct at the time of printing.

### **9** Published Running Times

The published running times of services are estimates only and we will not be liable for any loss (howsoever caused) arising from delay or failure to operate services in accordance with published timings.

### How to book your Holiday or Short Break

- 1 Call Suzanne on 01245 382 397 to check availability and place a provisional booking (or email boons-holidays@talktalk.net with your enquiry)
- ? Read our Holiday Fair Trading Agreement thoroughly, and then forward your completed booking form and your deposit within two weeks of booking to the address on the rear of this brochure. Please refer to page 29 for travel insurance information. Payment can be made via the following methods: cheque, cash, bank transfer or debit card.
- 3 Holiday bookings will receive confirmation and date for final balance payment\* within two weeks of receipt of deposit.
  - \* It is not our policy to send out receipts for final balance payments prior to issuing your final travel documents, however, if you require a receipt please include a SAE with your balance payment or supply your email address.

Please make all cheques payable to: **Boon's Calibre Travel** 

**DEPOSIT** for UK mainland tours: £50 per person

**DEPOSIT** for Continental & Channel Island tours: £60 per person

NOTES: (1) All accommodation is on a half-board (dinner, bed and breakfast) basis unless otherwise stated. All bedrooms have en-suite facilities.

(2) Price includes: All coach travel, hotel accommodation and meals (as described in the tour description see note (1) above), all listed excursions, and 'extras', fares and admissions as specified. (3) Price does not include: extras at hotels such as telephone calls, newspapers etc. admissions and fares for attractions, lunches and any other refreshments taken (unless otherwise stated). (4) We do not operate the "feeder coach and interchange" system of boarding, therefore you will remain on the coach that collected you from your local boarding point for the duration of the tour. However, cars and/or taxis may be used, where deemed necessary, in order to reduce boarding times.

### Boarding Points for Holidays & Short Breaks SCHEDULED BOARDING POINTS

(Other boarding points may be available on request. For special arrangements for groups, see page 31, for additional boarding points for holidays & short breaks please see page 28).

- Ocolchester, Tollgate & Stanway\*
- Marks Tey, Feering & Kelvedon
- Maldon, Heybridge & Langford
- (5) Witham (Old Post Office, Town Hall, Bridge Hosp) (5) Chelmsford, New London Road
- Matfield Peverel
- Boreham
- Ohelmer Village (Henniker Gate & ASDA)
- Springfield (Pump Ln, Lawn Ln, New Bowers etc)
- Springfield Rd (Plough, Lionmede, Balmoral Ct)
- Broomfield Rd, The Parade
- O Chelmsford, Melbourne & Chignal

- Writtle
- Ohelmsford, Victoria Road (rail stn coach bays)
- Ohelmsford, Waterhouse Lane
- Ohelmsford, Wood Street
- Ohelmsford, Gloucester Avenue
- St Baddow, Baddow Rd, Vineyards & Readers Cnr
- Salleywood & Margaretting
- Ingatestone & Mountnessing
- Stock & Billericay
- Hutton, Shenfield & Brentwood
- \*Car Parking: There is limited free car parking at Kings Coaches depot in Stanway nr Colchester (must be pre-booked).
- All of the boarding points listed above are available at the time of booking should they be required, however, due to natural demand only a selection will be utilised for any one particular tour. Therefore, if you book within 14 days of departure, only those boarding points already selected will be available to you (unless the additional boarding point can be added without re-arrangement of the planned boarding route).
- At the discretion of the management, cars and/or taxis may be used to reduce boarding times for holidays and short breaks.

### Additional Boarding Points for Holidays & Short Breaks

We can now accommodate travellers in the following areas for an additional supplement, this supplement will contribute to the cost of a taxi/car from home to one of our listed boarding points and vice versa:

 Second in the second of the

S Little Waltham

- Please note that there is a limit to our resources for this service, and places will be allocated on a first-comefirst-served basis. We are only able to guarantee home pickups that are booked at the time of making your holiday reservation. Retrospective requests are subject to availability.
- For areas not covered by the above list or our scheduled boarding list, please call for supplement; we will do our utmost to accommodate travellers, however, it may not be practical to cover your area.
- Please note that you may have to share your car/taxi with other passengers.

Great Totham

We are also able to accommodate passengers (such as friends or relatives) who live outside Essex provided it does not add to the journey. Service stations en-route or scheduled lunch or comfort stops would be suitable places for them to board.

### **Additional** Booking Information

### YOUR FINANCIAL SECURITY

Coggeshall

All money received in respect of holidays in our brochures/leaflets will be deposited in a separate bank account, which is protected in the event of the insolvency of Boon's Calibre Travel. All monies placed in this account will remain there until such time as: [a] the tour to which the monies refer has been fully performed, [b] the company has repaid the money to the passenger, or [c] the passenger has, upon cancellation, forfeited the money paid.

### REPATRIATION

We have a repatriation agreement in force with our coach supplier, which means that in the unlikely event of the financial failure of Boon's Calibre Travel dome.

### COMPUTERISED CUSTOMER RECORDS/DATA PROTECTION

When you place a booking, or make an enguiry, your name, address, telephone number, email address and other information will be entered into our own computerised customer records. This information will only be used to facilitate the booking and smooth operation of your day excursion or holiday/short break with Boon's Calibre Travel, in addition, we will use it for the distribution of our own promotional material. If you do not wish us to retain your details, please indicate when making your initial enquiry/booking. If you require existing details to be removed from our records please do not hesitate to let us know. Please do not request contact details for fellow travellers as they will not be disclosed.

### VEHICLES

Boon's Calibre Travel holidays and day excursions will use vehicles supplied by Kings Coaches of Stanway near Colchester, except in circumstances beyond our control, in which case, vehicles of comparable standard and specification will be used.

### **ITINERARIES**

Due to the fact that this brochure has been prepared many months in advance of the departure date of our 2019/20 tours there may be slight differences between initial and final itineraries. Any changes will be made in the best interest of our clients and will be of a minor nature.

### TRAVELLING ABROAD

If travelling abroad please ensure that you have a valid 10-year passport. You will also need a European Health Insurance Card (forms available from the Post Office), this will enable you to reclaim medical expenses incurred in certain European countries. See Fair Trading Agreement for more information.

### SPECIAL NEEDS We endeavour to provide

holidays and short breaks which may be enjoyed by all of our customers, and are happy to accommodate frames & folding wheelchairs etc on the coach. However, we request that you advise us of any special needs, and that you notify us if you intend to bring a mobility aid. We are then able to advise you on the suitability of the tour, and can also notify all parties concerned. Please

refer to our Fair Trading Agreement, Your Contract with Us, Item 12 for further details & conditions.

### INFECTIOUS OR CONTAGIOUS DISEASES

For all departures: For the health and Safety of our clients and staff, we cannot accommodate travellers who have an infectious or contagious medical condition (eg. Norovirus). Please refer to page 25, item 10 for more information.

# DATA PROTECTION ACT 1998 AND GENERAL DATA PROTECTION REGULATION (GDPR) 2018

Boon's Calibre Travel will use your personal details and any other information that you have provided to facilitate your travel & accommodation arrangements. We will also use your personal details to contact you and to send you our own brochures, newsletters, offers and other marketing material. Under GDPR you must consent to Boon's Calibre Travel holding your personal information and using it to communicate with you. To consent to us keeping and using your details (if you haven't already done so), please complete the relevant section of the booking form on page 29 or consent verbally when you book. If you wish us to remove your personal details and any other information from our system, please do not hesitate to let us know.

For more information, the Boon's Calibre Travel Data Privacy Policy can be found at www.boons-holidays.co.uk or can be provided on request.

### Coach Holiday Travel Insurance

We strongly recommend that you are adequately insured when you travel on any of our holidays. Prior to departure, we will request that you provide us with details of your insurers, your policy number and the emergency number stated on your policy.

From the 1st January 2009, the sale of travel insurance connected to holiday or related travel was regulated by the Financial Services Authority, and as a result, from this date, we were no longer able to offer you travel insurance, or advise you on travel insurance related matters.

We will enclose a leaflet with your booking confirmation, which will give you information on how to purchase Travel Insurance. Should you decide against taking cover, we will ask you to sign a disclaimer. Our preferred partners are Towergate Travel, who are travel insurance specialists for the coaching industry.

Although we strongly recommend that you are adequately insured when you travel on any of our holidays, it is <u>not</u> a condition of travel for our UK mainland tours that you have insurance cover. However, for all other tours (Continental, Channel Isles etc) insurance cover is compulsory. **Please remember that Travel Insurance covers you for cancellation charges and other losses, not just medical treatment.** Please refer to our cancellation terms on page 25 of our brochure.

### Gift Vouchers

**Stuck for ideas for Christmas, birthdays or any other special occasion?** Our gift vouchers make a popular and much appreciated present for friends and family. Vouchers can be issued for any amount and are redeemable for both day excursions and holidays.

CALL US NOW!



### Boon's Calibre Travel Holiday & Short Break Booking Form

(Please complete both sides, detach, and return with your payment)

Please include full contact details for all passengers (attach a separate sheet if necessary)



ricase melado fam contact decano for an passengers (deca	and a separate sheet if hee	
Name	Name	
Address	Address	
Telephone	Telephone	
E-mail	E-mail	
Cheques payable to: Boon's Calibre Travel Holiday and Short Break deposit: £50 per person per holiday for UK tours £60 per person per holiday for Continental & Channel Island tours Travel insurance, please see above.	I/We* have read, and agree to Conditions of Boon's Calibre 1 Signed: Date:	o bide by, the Trading Terms & Travel.
/We* enclose the sum of £	comprising:	
(*delete as appropriate)	Deposit/Full payment*	£
☐ Cheque enclosed Already paid via: ☐ Card	Single supplement Other supplement	£
Bank transfer	TOTAL	£
How may we keep in touch with you? Ry Post	□ By Telephone □ B	y Email

### Coach Seating Plans



### 34 SEAT EXECUTIVE COACH (all non-smoking, seatbelts must be worn)

	Drivers side	front						Dr	ivers side rear
1E (4)	2E (8)	3E (12)	4E (16)	5E (20)	6E (24)	7E (28)	8E (32)		WC
1D (3)	2D (7)	3D (11)	4D (15)	5D (19)	6D (23)	7D (27)	8D (31)		WC
									SERVERY
1B (2)	2B (6)	3B (10)	4B (14)	5B (18)	6B (22)	7B (26)	8B (30)	9B (34)	SERVERY
1A (1)	2A (5)	3A (9)	4A (13)	5A (17)	6A (21)	7A (25)	8A (29)	9A (33)	SERVERY
	Kerbside fro	ont							Kerbside rear

\*53 SEAT EXECUTIVE COACH (all non-smoking, seatbelts must be worn)

					`		,,			,			
	Drivers side	front									Drive	ers side rear	
1E (4)	2E (8)	3E (12)	4E (16)	5E (20)	8E (32)	WC		9E (36)	10E (40)	11E (44)	12E (48)	13E (52)	14E (57)
1D (3)	2D (7)	3D (11)	4D (15)	5D (19)	8D (31)	SERVERY		9D (35)	10D (39)	11D (43)	12D (47)	13D (51)	14D (56)
							-						14C (55)
1B (2)	2B (6)	3B (10)	4B (14)	5B (18)	6B (22)	7B (26)	8B (30)	9B (34)	10B (38)	11B (42)	12B (46)	13B (50)	14B (54)
1A (1)	2A (5)	3A (9)	4A (13)	5A (17)	6A (21)	7A (25)	8A (29)	9A (33)	10A (37)	11A (41)	12A (45)	13A (49)	14A (53)
	Kerbside fro	nt									K	erbside rear	

**SEAT ALLOCATION:** You may choose your coach seat from those available and then the allocated seat is yours for the duration of the holiday or excursion. The plans above are the most commonly used seating arrangements, however, occasionally coaches with a different layout are used, necessitating reallocation of some seats. In this case your new seat will be allocated as close to the original as possible.

\*Note: some 53 seater coaches have an alternative layout and seats 31 & 32 are behind the WC & servery (not in front, as shown above).

### Boon's Calibre Travel Holiday & Short Break Booking Form



(Please complete both sides, detach, and return with your payment)

Destination:			
Departure Date:			
Seat Number(s)			
Boarding Point:			
Special Request(s) (Mobility, diet etc)			
Preferred Room Type: (For single or triple rooms please confirm availability before booking)	O	Twin teed since many modern ho	•
Next of Kin (for emergency use only)	For office use only:	Payment Date:	
Tel:	Amount: £	Cheque/Cash/Card/Bank	

Boon's Calibre Travel Homestead, Ulting Road, Hatfield Peverel, Chelmsford, CM3 2LY. Tel: (01245) 382 397

### General Information & Group Bookings

### BOARDING

We offer a flexible "close to home" pick up service for all holidays and short breaks (see page 27), which, for the majority of our tours, allows visits to places of interest en-route, making travelling days enjoyable, rather than days to be endured. To ensure efficient boarding, some passengers may be transferred to the coach by car or taxi.

### **DOOR-TO-DOOR SERVICE**

For an extra charge, we provide a door-todoor service for locations not on our scheduled boarding list (see page 28). If your area is not listed please call for a quotation (Holidays and short breaks only).

### **BOARDING EN-ROUTE**

Would you like to holiday with friends or relatives from other areas? If you can arrange for your companions to meet the coach at the hotel, or en-route, at one of our comfort stops or our lunch stop, they are very welcome to join you on our tours.

### **COACH ONLY**

Visiting friends or relatives near one of our holiday destinations? If we have space on the coach we would be pleased to offer you a transport only option. Please call for a quotation.

### **USING YOUR OWN TRANSPORT**

You may wish to make your own way to the hotel (by car, train or taxi), and then join the tour on arrival. Alternatively, if you are able to drive a car, but cannot manage the coach at all, it is still possible to holiday at one of our great hotels (subject to availability). Please call for details.

### **GROUP DISCOUNTS**

We offer group discounts for groups of 7 persons and above, so gather your friends and relations together and save some money. (See group discount table below).

### **COACH HIRE & GROUPS**

If you run a group or society, we are able to help you in a number of ways, we can offer you group discounts on our scheduled tours and excursions, we can just provide you with a coach, or we can completely organise your tour or excursion, taking care of hotel bookings, tickets, ferries, coach hire and itinerary planning. Please refer to the table below for group discounts on our scheduled departures. If you would prefer to arrange your own group holiday or day excursion, please call us to discuss your requirements.



### WERSITE

Please check our website for regular updates and new destinations...

www.boons-holidays.co.uk

### **PAYMENT**

We accept payments via cheque, cash, electronic bank transfer and debit card.

For bank transfers, the details are below:

Account: Boons Calibre Travel Bank: Barclays

Sort Code: 20-97-40 Account No: 80488291

If you wish to pay by cash, please call the office before setting out.

### OUR LOCATION

We are 8 miles from Chelmsford, 4 miles from Witham and 4.5 miles from Maldon. Our office at "The Homestead" is located on Ulting Road in Nounsley, a hamlet of Hatfield Peverel, on the corner of Peverel Avenue.

### **BROCHURES**

Our brochures are distributed by post to all recent clients on our mailing list, if you do not receive one, or require additional copies, please telephone or call at our office. Brochures are also stocked by Visitor Information Centres in Witham, Maldon, Colchester & Freeport, and First Bus Travel Shops in Chelmsford & Colchester.

### **CUSTOMER FEEDBACK**

On the last day of your tour the coach driver will distribute our customer satisfaction questionnaires. We do read every single one, so please help us to maintain our service by completing the form. If you would like to add any further comments on your return home, we would love to hear from you, a letter or email detailing what you liked, or disliked, is very valuable to us.

### COMPLAINTS

If you have a problem during one of our tours or day excursions, please speak to your coach driver (and hotel reception, if applicable) immediately, since the majority of issues can be easily resolved if we are made aware of them. Should the problem not be resolved to your satisfaction, please ask your coach driver for a complaint report form and complete it immediately; keep a copy for yourself and your driver will ensure that copies are passed to all parties involved. If your complant remains unresolved, please refer to our Fair Trading Agreement (pages 25 & 26) for further instructions & information.

### **CUSTOMER CARE & SERVICE POLICY**

We have a comprehensive Customer Care & Service Policy which is accessible via our website, www.boons-holidays.co.uk. If you are not yet on-line, we are happy to forward a copy on request.

### **MOBILITY**

Please advise us in writing if you are bringing a walker or wheelchair.

### Group Booking Reductions for Holidays, Short Breaks & Excursions

GROUP SIZE	HOLIDAYS & SHORT BREAKS DISCOUNT (on basic cost*)	DAY EXCURSIONS DISCOUNT (on basic cost*)
7 – 11	One 10% reduction	One 20% reduction
12 - 16	One 25% reduction	One 50% reduction
17 – 21	One 50% reduction	One free place
22 - 31	One free place	One free place plus one 50% reduction
32 - 41	One free place plus one 50% reduction	Two free places
42 & above	Two free places	Two free places plus one 50% reduction

- The basic cost of the trip excludes single supplements and any extras, such as meals, fares & admissions etc, unless they were included in the advertised price. Children under 3 yrs of age, if travelling free of charge, cannot be included in the group size. To qualify for group reductions, bookings must be made through an organiser who will collect the fares and then forward them to Boon's Calibre Travel as a single payment.
- Oroups who book on our scheduled holidays and day excursions may be eligible to board the coach at their meeting place or housing complex, this is dependant on group size and location of proposed boarding point.
  Please call us to discuss your requirements.
- Don't forget that we also organise bespoke holidays and day excursions for Group Organisers.

PLEASE NOTE that Group Reductions will be repaid to Group Organisers when Travel Tickets are issued and will be based on the final number of travellers.



### Award winning

# OON'S Calibre Travel



## Quality Holidays, Short Breaks & Day Excursions by coach for 2019/20



- Local boarding points
- No feeder coaches
- Friendly family business

"An excellent tour. Thoroughly enjoyable. 33 Mrs C, Boreham Snowdrops & BBC Studios 2018

"This was my first trip with your company and I was most impressed. Looking forward to future trips " Mr P, Great Baddow Thursford Christmas Spectacular 2018

"Another lovely holiday" Mrs A. Colchester Northumberland 2018























**Bookings & Enquiries** 

01245 382 397 Mobile

07899 738 963





Information

www.boons-holidays.co.uk **Email** info@boons-holidays.co.uk

Boon's Calibre Travel Homestead, Ulting Road, Hatfield Peverel, Chelmsford, Essex CM3 2LY Tel: (01245) 382 397

E-mail: boons-holidays@talktalk.net Website: www.boons-holidays.co.uk