

# r Day Excursion

## 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.
- Cancellation Charges:
- |                                |              |
|--------------------------------|--------------|
| 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.
- 4** Coaches are designated non-smoking; we reserve the right to terminate the journey of anyone who does not comply with this ruling.
- 5** No alcoholic drinks are to be consumed on coaches.
- 6** No animals are to be transported on coaches except assistance dogs by prior arrangement.
- 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.