

Terms & Conditions of Day Tours & Holidays

DAY TOURS

- All day trip/tour bookings must be accompanied by the full **NON-REFUNDABLE** payment to secure the places and credit card payments can be accepted over the telephone.
- **TIMINGS** are confirmed with the tickets which are preferably sent by e-mail. Should you require tickets by MAIL, then enclose a STAMPED self-addressed envelope with booking or, agree to an extra 75p admin & postage charge when paying over the telephone. You must advise PRIOR to the trip if you wish to change your pick-up location as the coach may not call at all those listed.
- Pick-up points are centrally located and generally include Ludlow, Craven Arms, Church Stretton, Bayston Hill, and Shrewsbury. However for groups of 10+, an additional pick-up may be accommodated. (However we reserve the right to use a feeder shuttle).
- PLEASE NOTE with all **DAY TOURS**, Caradoc Coaches will not leave the designated outward or return pick up locations early unless all passengers are accounted for. For the sake of the other passengers please be timely, it is your responsibility to make sure that you are on time, as if late the coach may leave without you.
- Whilst it is always our intention to travel with a full sized executive coach, where numbers do not permit we reserve the right to use our executive mini-bus as an alternative.
- For journey times in excess of 2 hours we endeavour (where possible) to provide at least 1 stop.
- **Special Requirements** -Whilst we will do our best to cater for any special requests, we cannot make any guarantees. Most mobility devices can be carried on our vehicles, but it would be helpful if you could advise about these when booking.
- **DUE TO DISPUTES OVER FRONT SEATING WE HAVE BEEN FORCED TO IMPLEMENT A SURCHARGE OF £10 FOR FRONT SEATS, £5 FOR 2ND ROW SEATS THIS MONEY WILL GO TO OUR CHARITY OF THE YEAR.**
- Cancellations - If a minimum of 30 days notice is received a full refund for seat cancellations will be given. If notification is received in excess of 7 days prior to the departure of the tour, a credit will be given against any alternative tour within that year's brochure. However, NO credit/refund will be applicable for seats cancelled with under 7 days notice.
- Caradoc Coaches reserves the right to cancel any trip where passenger numbers do not make it economically viable. In this case all deposits/payments will be refunded.

WEEKEND/HOLIDAY

- All bookings must be accompanied by a **NON-REFUNDABLE DEPOSIT** of £50 per person. Full payment of the balance is required no later than 4 weeks prior to the departure date (no reminder will be sent). We will assume that the booking is cancelled and any deposit will not be refunded. Stage payments may be required for certain holidays, if necessary this will be advised upon booking.
- Where holidays/weekends include day tours, these are included within the package price. It is at your discretion if you wish to take part, however there is no reduction in the price or part refund should you not wish to do so.
- **INSURANCE** is not included in the price and if required should be taken out individually.
- We will not accept responsibility for any injury/illness/loss/damage/expense/cost or any other claim whatsoever arising from an event/circumstance that could not have been predicted/avoided/foreseen by us after taking all reasonable care, or occurs as a result of anyone who is not contracted by us.

General Terms & Conditions Of Vehicle Hire

- A £50 non-refundable deposit is required to secure a vehicle booking.
- If requested full payment must be received by our office prior to the date of departure.
- You must adhere to our advice on the consumption of alcohol during the time you are travelling on our vehicle. PLEASE NOTE that alcohol cannot by law be consumed on any coaches hired for sporting events.
- Our driver will be issued with driving instructions for your booking. These will include the route and all scheduled stops. You must not ask our driver to deviate from these instructions.
- Any inappropriate behaviour towards our driver will not be tolerated. In such instances our driver will pull over and the police will always be called.
- If the booking is considered to be potentially hazardous to our vehicles, an enhanced booking conditions form will be sent for signature and valid credit card details will be requested. Following a £1 debit, these will be held on record in our office until your travel is completed and no damage to the vehicle has been confirmed, otherwise the card will be debited as per the following terms.
- An additional charge of £50 will be made per incident of excessive littering or sickness due to excessive consumption of alcohol.
- Any damage to the vehicle (interior or exterior) caused by your passengers will be charged at the price of the replacement parts plus £30 per hour labour.
- We do not accept responsibility for any items left on our vehicles, whether accidentally or on purpose. Any lost property found can either be collected from our premises or will incur a £5 admin charge plus postage.