

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. Tickets by mail will incur an extra charge. Changes to your pick-up location must be advised prior to the trip as the coach may not call at all those listed.
- You must advise **PRIOR** to the trip if you wish to change your pick-up location, 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. Telford & Wellington pick-ups are only available on certain trips (clarified on the yearly tour schedule).
- **PLEASE NOTE** that if less than 5 passengers at pick up location, Caradoc Coaches reserve the right to move the pick-up point up to 10miles without compensation. For groups of 10+, an additional pick-up may be accommodated however it maybe 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.
- We do not accept responsibility for any items left on our vehicles.
- 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.
PROCEEDS WILL GO TO OUR CHARITY OF THE YEAR**

- Cancellations – **FULL REFUND** - Over 30 days notice of seat cancellations. In excess of 7 days prior to the tour date, a credit will be given against any alternative tour within that year's tour brochure. **NO CREDIT/REFUND FOR CANCELLATIONS** within 7 days.
- 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) otherwise we will assume that the booking is to be cancelled and the deposit will not be refunded. Stage payments may be required for certain holidays, if necessary this will be advised upon booking or can be arranged for your assistance should you require.
- 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.

GENERAL

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.