

To book please send an email to enquiries@caradoccoaches.co.uk or phone 01694 724522 with your card details. If you wish to pay by cheque, please make payable to Caradoc Coaches, enclose the completed booking form (for a short break/holiday), or the details of the required day tour with numbers and pick up requirements and mail to: CARADOC COACHES, Apiary Park, Wall, Church Stretton, Shropshire, SY6 7DP. Pick up location and timings are confirmed in writing by email (there is an extra charge if this information is required by post).

Day Trips

All Day Trip bookings must be accompanied by the full payment to secure your seat(s).

Short Breaks & Holidays

All Short Break & Holiday bookings must be made in writing using the booking form and accompanied by a NON-REFUNDABLE DEPOSIT of £50 per person. Full payment of the balance is required no later than 4 weeks prior to departure (no reminder will be sent) otherwise we will assume the booking to be cancelled and the deposit will not be refunded. Stage payments may be required for certain holidays, if necessary, this will be advised on booking, or can be arranged for your assistance if required.

Where day tours are included, there is no reduction in price should you not wish to participate in them.

Pick-up Points & Timings

Pick-up points are Ludlow, Craven Arms, Church Stretton, Leebotwood, Dorrington, Bayston Hill, Shrewsbury and where applicable, Wellington and Telford. Pick-up location and Timings are confirmed in writing via email. There is an extra charge if required by post. Changes to your pick-up location must be advised prior to the trip as the coach may not call at all those listed. The coach will not leave the designated outward/return locations early unless all passengers are accounted for. Please be timely, it is your responsibility to make sure that you are there at the correct time, if you are late the coach may leave without you.

If there are less than 5 passengers at a pick-up location Caradoc Coaches reserve the right to move the pick-up point up-to 10 miles without compensation.

Cancellations

Caradoc Coaches reserve the right to cancel any of the trips where passenger numbers do not make it economically viable – in this case any deposits/payments will be refunded in full.

Should you wish to cancel your Day Trip booking with us the following will apply:

From time of booking up to 30 days prior to date of departure: A full refund will be given.

From 30 days up to 7 days prior to date of departure: Credit against an alternative tour from that year's brochure.

From 7 days up to date of departure: No credit or refund will be given.

Journey

Whilst it is always our intention to travel with full sized executive coaches, where numbers do not permit, we reserve the right to use our executive mini-buses as an alternative. For journey times of more than 2 hours at least one comfort stop will be made.

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.

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 must be advised at time of booking.

Coach Seats

Due to disputes over front seats we operate a surcharge of £10 for front row seats, £5 for second row seats. Proceeds from this will go to our charity of the year. Please only request seats at or near to the front where mobility is an issue. If you have other medical reasons for front seats please specify these, but note that this does NOT put any responsibility on any representative/driver/agent acting on behalf of Caradoc Coaches Ltd.

Groups

Where 10+ passengers are booking in a group, please contact us for information on discounts and pick-up arrangements.

Insurance

This is not included in the price and if required should be taken out individually.