

VIP Contracts Ltd -Day Trip Booking Terms

DAY TRIP BOOKING CONDITIONS

All bookings are made subject to the following terms and conditions, which are listed in alphabetical order. Your contract is with VIP Contracts Ltd.

- 1. Admission charges** These are not included unless stated in writing at time of booking.
- 2. Alcohol** Not permitted to be consumed inside the coach.
- 3. Amendments** You can transfer a day trip to another of equal or greater value *provided* the request is made no later than 7 days before departure date and subject to payment of a £5 administration fee.
- 4. Animals** Not permitted - guide dogs or hearing dogs excepted, UK trips only.
- 5. Booking** Fares must be paid in full before departure date.
- 6. Brochure and web site accuracy** The information in this brochure is believed to be accurate but cannot be guaranteed.
- 7. Cancellation by VIP Contracts Ltd** Customers will be notified no later than seven days before departure and given a full refund. In these circumstances, no compensation is payable.
- 8. Cancellation by passenger** Cancellations are strictly subject to the following charges:- Seven days or more before departure date - 50%. Less than seven days before departure date - no refund. Where other services are included i.e. issue of theatre tickets, admission tickets to a particular attraction etc., refunds are subject to the conditions of the supplier. ***All refund requests must be made in writing*** to our Head Office PLEASE NOTE for those day trips that are priced on an all-inclusive basis the ticket cost will be excluded in any refund calculation.
- 9. Children's fares** Apply between the ages of 3 and 16. Children under 3 and not occupying a seat may travel free. All children must be accompanied by a full fare-paying adult.
- 10. Complaints** Should be made in writing **only** to the Manager at our Head Office, within 14 days of the date of the trip.
- 11. Disabled persons** We offer the same standard of service to all customers including the disabled. Wherever possible, we will accommodate disabled people, although we are

limited in the number of places we can provide. Please notify us of any disability at the time of booking.

12. Gratuities It is customary to give the driver and guide (if applicable) a gratuity according to the level of service received.

13. Group concessions please enquire.

14a. Late arrival of Customer We will not be responsible, under any circumstances, for customers failing to board the coach at their allotted time or when instructed by the driver. Any additional travel costs incurred by the customer in those circumstances are not refundable. In extreme lateness(exceeding 30 minutes) the coach may be forced to leave without absent passengers. No refunds or compensation will be payable.

14b Late arrival of Coach For whatever reason, should the coach be late in arriving at its designated pick up point, at the day trip attraction itself or the return drop off we will not be liable to offer any form of compensation.

15. Lost property should be claimed and collected from our Head Office within two weeks of travel.

16. Luggage and shopping is carried at owner's risk and must be clearly labelled. We are not responsible for any loss or breakages

17. Passports/Visas It is the responsibility of the customer to check whether passports and or visas are required for European day trips. **18. Radios, MP3 players, musical instruments etc** must not be played inside the coach. Excessive use of mobile phones is prohibited. **19. Seat numbers** Due to different coach configurations and for operational reasons we may have to allocate different seat numbers, although this will be avoided as far as possible.

20. Senior Citizen concessions Apply to those over the age of 60.

21. Setting down We set down in reverse order to the pick up circuit but in exceptional circumstances we may have to set down in the same picking up order or other as appropriate.

22. Smoking is prohibited. Offenders will be refused travel

23a Times-destination We are unable to specify the arrival point or time at the day trip destination and similarly the departure point and time as these may vary.

23b Times-home These are the approximate range of arrival times under normal traffic conditions.

24. Trip curtailment Should a day trip subsequently have to be curtailed due to unforeseen circumstances such as mechanical or other coach defects, any compensation shall be at the total discretion of VIP Contracts Ltd. **Unreasonable conduct** We will refuse a booking or terminate a passenger's travel in the event of unreasonable conduct. Unreasonable conduct includes drunkenness and failure by the customer to return to the coach at the time instructed by the driver in which case the driver will be entitled to depart and we shall not be held responsible for any extra travel or other costs subsequently incurred by the customer.

25. Web bookings Discounts for web bookings apply to those booked on the internet only. We cannot pass this discount on to any booking made by telephone.