

Swift Valley Coaches – Terms & Conditions - Holidays

Our terms and conditions and holiday information sets out clearly and simply the responsibilities which we at Swift Valley Coaches have to you. A contract is made when your booking is entered onto our reservation system and we issue a confirmation/invoice. We will send you, or your booking agent confirmation details of your booking within 7 days. Please check the details carefully to ensure all the information is correct and inform us, or your agent, immediately of any errors. These terms and conditions apply to all holidays sold from our brochure.

YOUR CONTRACT WITH SWIFT VALLEY COACHES

Booking and payment In order to make a booking you must complete a booking form, accepting on behalf of all your party the Terms & Conditions and pay a deposit of £75 per person.

Balance The balance must be paid 6 weeks before departure day on all UK holidays and 8 weeks before departure for all European holidays. Luggage labels will be issued upon receipt of your final balance. If you book within the applicable balance due period you must pay the full holiday cost at the time of booking. If you do not pay the balance within the time limit stated above we reserve the right to cancel your holiday and retain your deposit. We would ask you to make a note when final payment is due as no reminders are sent.

Cancellation by us It is necessary for there to be a minimum number of passengers in order to operate a tour or day excursion. In certain circumstances therefore, we may have to cancel your booking. If this should occur we will try to offer you a suitable alternative or return any money paid to us. Cancellations on holidays are normally made 6 weeks prior to departure, before the final balance is paid. The cancellation of low season tours may be made 3-4 weeks before departure date. Swift Valley Coaches cannot be held responsible for any purchased admission/theatre tickets on any tours.

Cancellation by you You may cancel your holiday at any time, the cancellation must be received in writing. If the reason for the cancellation is covered under the terms of an insurance policy, you may be able to reclaim these charges. Deposits are non-refundable. Please see the cancellation scale below.

PERIOD BEFORE DEPARTURE	CANCELLATION SCALE
Prior to 42 DAYS	DEPOSIT ONLY
28-42 DAYS	30% of holiday cost
14-27 DAYS	45% of holiday cost
7-13 DAYS	60% of holiday cost
0-6 DAYS	100% of holiday cost

Force Majeure We cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by any event or circumstances beyond our control. Such events may include (but are not limited to) war or threat of war, riot civil strife, terrorist activity, adverse weather conditions, natural or nuclear disaster, industrial dispute, government action, fire, pandemic and similar events or circumstances outside of our control.

Complaints If you have a complaint during your holiday please bring the matter to the immediate attention of our driver, who will do their best to rectify the problem. If you are still dissatisfied you must put your complaint in writing within 14 days of returning from your holiday. Please quote your name, booking reference and forward all relevant information to our office. All complaints received are thoroughly investigated and customers are kept informed at each stage of the investigation. Please allow up to 28 days for a response.

Statutory Authorities This brochure is issued subject to applicable Acts of Parliament and Government regulations and the company reserves the right to modify itineraries to conform with requests from the competent authorities in the United Kingdom and any other sovereign state through which the tours run.

Conduct All passengers are responsible for their own behaviour and hygiene, and the effect it may have on other passengers. The coach driver is entitled to refuse

travel to you or a member of your party who is abusive, disruptive or behaves in a way that could cause damage or injury. In this event, we will have no further obligations or liability. Swift Valley Coaches reserves the unconditional right to refuse a booking or terminate a client's holiday in the event of unreasonable conduct which is likely to cause damage, distress, danger or annoyance to other clients, employees, property or to any third party. Full cancellation charges will apply and Swift Valley Coaches will be under no obligation to refund compensation or loss which may occur.

For the comfort of all passengers, loud music should not be played and mobile telephones should not be used while the coach is in motion except for emergencies.

Pets No dogs, other than Guide Dogs, will be allowed to travel.

Holiday Information You are responsible for ensuring that you are at the correct departure point at the correct time with the correct documents. We cannot be held responsible for any loss or expense suffered by passengers due to their late arrival at any departure point. Waiting time must be restricted to a maximum of 10 minutes on all holiday tours. If we do not have a mobile contact number and you cannot be contacted on a landline, we will proceed without you. For holiday bookings you will receive a phone call 7-10 days prior to your departure date. Excursions are included in the price of most holidays and refunds cannot be made for passengers not wishing to go on these excursions. Admission fees to buildings, grounds, train rides, lake cruises, tourist attractions etc. are not included in the price of a holiday unless otherwise stated in the brochure.

Passengers must be 18 years or over to travel unaccompanied.

Some hotels may make an additional charge for tea/coffee served after lunch and dinner.

Periodic improvements and maintenance are necessary in all hotels that wish to keep up standards. If we are aware of any work taking place, we will advise you immediately, however, for any small improvements taking place we must ask for your patience and understanding. Some facilities in hotels may be temporarily unavailable. Some resorts are quieter at the beginning and end of the season. As a result of this, some facilities may not be available.

Child Prices On most holidays reductions are available for children aged between 0-11 years providing the child shares a room with two full paying adults.

Brochure Details Every effort has been made to ensure that all details within our brochure are correct at the time of going to print. The brochure is merely a guide for you to make your holiday choice and we cannot accept responsibility for changes that may occur. Hotels are sourced by a wholesaler and we cannot be held responsible for any accommodation changes made by them.

Seat Allocation and Specification Requests for specific seats can be made on most holidays when booking, but since allocations are made on a first come first served basis, early booking is advisable. Occasionally we have to change a seat number of a person travelling on their own in order that we can utilise all the seating, although we will avoid this where possible. We reserve the right to change a seating plan and allocate seats other than those you have booked, although this will be avoided where possible. Specific seats will not be allocated on coaches which operate on feeder services between joining points and main holiday departure points. We reserve the right to allocate an alternative vehicle on all tours.

Seat belts It is your own responsibility to ensure your seat belts are securely fastened at all times whilst travelling.

Luggage A medium sized suitcase up to 20kg per person for UK and European holidays, with an overnight bag if required. Please make sure that all medication and valuable items are carried in your hand luggage. It is

your responsibility to ensure that your luggage and belongings are loaded onto the coach and carry a Swift Valley Coaches luggage label.

No Smoking We operate a non-smoking policy on all of our coaches, this includes fake/substitute and E-liquid cigarettes. Tours are planned to include comfort stops en-route.

Special Requirements If you have any special requirements i.e. dietary, ground or low floor rooms, bath/walk-in shower these must be stated in the special requirements part of the booking form. Requests cannot be guaranteed. Hotels that do not have a lift will be indicated in the hotel description.

Single rooms The number of single rooms available are limited and a supplement may be charged, early booking is essential. Once the allocation of single rooms has been used it may be possible to allocate a double or twin room for single occupancy. In this instance a supplement will almost certainly apply and may differ from the single room supplement advertised in the brochure. The cost of double or twin room for single occupancy is completely at the discretion of the hotel.

Wheelchairs/motorised scooters We can accept compact electric mobility scooters. Our definition of 'compact' is that the scooter is class 2 specification; i.e. it must be designed to be dismantled, so that it can be loaded into the boot of a car. The actual maximum sizes of a class 2 mobility scooter is: length 1200mm, width 700mm max (we cannot accept class 3 scooters as these are too large and heavy to lift). Electric scooters can be hired at many destinations however, if you wish to take your own it will be your responsibility to dismantle and assemble. Furthermore would all scooter and wheelchair users kindly note that you must be able to negotiate the five steps to board the coach, in order to manage and enjoy our holidays.

Passports and Visas It is the clients' responsibility to ensure they are in possession of the correct travel documents. Those who do not have UK passports need to check carefully whether they need a Visa if travelling to one of our holidays outside the UK. For all European holidays you will require a full current British passport. For the Channel Islands, some form of photographic identification is needed. UK Citizens do not need a Visa for any of our holidays, but they do need a passport to travel to mainland Europe and we recommend the use of a passport when travelling to the Irish Republic.

Online Bookings The Terms and Conditions apply to all online bookings.

Holiday Insurance It is a condition of booking that you take out holiday insurance. Swift Valley Coaches do not offer holiday insurance. You must advise us of details of the insurer and the emergency assistance company that will be providing cover for your holiday, together with the policy number and a 24 hour contact number. The insurance should cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges.

General Data Protection Regulations (GDPR) In line with the changes to the General Data Protection Regulation (GDPR) from 25th May 2018, by signing the booking form you give consent to receive information from Swift Valley Coaches.

We may need to pass on certain details to a company or organisation in order that your holiday can be provided. When you make a booking or enter into a transaction this means you consent to our passing on relevant details.

We may need to contact you via telephone, post and email in relation to your holiday booking. Keeping your personal information safe and secure remains a priority. To find out more visit our website www.swiftvalleycoaches.com to view our privacy policy or contact us for a printed version.