

# Swift Valley Coaches – Terms & Conditions – Day Trips

## Booking

You can book a day trip by calling 01455 552414, online at [www.swiftvalleycoaches.com](http://www.swiftvalleycoaches.com) or visiting our travel office at 29 Market Street, Lutterworth, Leicestershire. LE17 4EJ. We are open Monday to Friday 9am to 5pm. All excursions are subject to availability.

## Payment

Payment for day trips/excursions is due in full at the time of booking.

The person making a booking does so on behalf of all persons named on it, and he/she will become directly responsible to the Company for the payment of the total price and if applicable, for any cancellation charges and disbursements of any funds.

## Reserving Seats

Particular seat numbers can be requested at the time of booking and will be allocated on a 'first come, first served' basis. The Company reserves the right to change seat allocations or vehicles for operational reasons or to maximise seating without notice.

## Children

Children aged under 18 years are not permitted to travel unaccompanied by an adult. Children under 135cm in height will need to travel in a car or booster seat which must be provided and fitted by the parent or guardian. We do not supply car or booster seats. You must notify us at the time of booking if your child(ren) will be travelling in a car or booster seat.

## Amendments to your booking

If, after your booking confirmation/invoice has been issued, you wish to change any named persons on the booking, you may do so free of charge. Any changes you may need to make to your pick-up point, you must do so 14 days prior to departure. Changes by you, requesting any alternative pick-up point for any persons on the booking will be accommodated if we have the availability to do so. If we are unable to accommodate then the pick-up point confirmed on the booking confirmation will still stand.

## Cancellations

You may cancel or amend your booking at any time prior to departure

1. Day trip bookings are non-refundable.
2. You can change the name of the passenger at no extra cost.
3. If you notify us of your intention to cancellation no later than 14 days prior to departure, we may be able to transfer you on to an alternative trip of the same value (subject to availability). If you then cancel the alternative trip, it will render the booking void, and no refund will be given or any further alternatives offered.
4. If you cancel a day trip at any time after booking which include entrance/admission/attractions or show tickets etc. which we have bought in advance on your behalf, you will be charged the full retail rate. If this applies the non-refundable ticket cost will be deducted from any amount that may be transferred onto an alternative trip.

The Company reserves the right to alter excursions or prices or cancel any day trip or excursion listed in our brochures or advertising.

## Cancellation by us

If 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. Swift Valley Coaches cannot be held responsible for any purchased admission/theatre tickets on any day trips/excursions.

## Cancellation due to Government Restrictions

Should your day trip or excursion be cancelled as a result of government restrictions such as pandemic you will be transferred free of charge to the same trip on an alternative date, or an alternative trip of comparable standard.

**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.

## Pick-up Points & times

Your booking confirmation, which acts as your travel ticket, will confirm the exact departure time from your requested pick-up point. All passengers are requested to be at their chosen pick-up point at least 5 minutes before the scheduled departure time. The Company will not be held responsible for the late arrival of passengers or passengers not being at the correct pick-up point. No refund will be made for passengers arriving after the scheduled departure time nor shall the Company be held responsible for the late arrival of coaches due to circumstances beyond our control (i.e. traffic, weather conditions). Timings shown in our excursion brochures, leaflets, social media or website are merely a guide.

## Delays/missed show/events etc.

We arrange departure times to give reasonable allowance for delays which may be incurred en-route to venues. In the event of delays beyond our reasonable control (e.g. roadworks/accidents etc.), liability is restricted to returning you to your point of departure.

## Coach breakdown

In the event of coach breakdown, we will normally be able to provide alternative transport arrangements in sufficient time to avoid a major impact on the day. If the show/event is missed, or the day severely curtailed as a result of coach breakdown, then the company will accept liability and passengers will be offered the choice of an alternative day trip or a refund of all monies paid. Either way Swift Valley Coaches shall be exempt from any further liability.

## Right of admission

The right of admission to any event is reserved to the promoter. Swift Valley Coaches will not accept any liability or offer any refund or compensation in the event that you are refused entry to a venue by nature of your behaviour or demeanour (e.g. being under the influence of alcohol/drugs, being or appearing to be under the age limit for admission, acting in a manner that you are refused entry). You must be prepared to be subject to a security search of your person and belongings to events and venues.

## Cancelled event/show

In the event of show/event being cancelled twelve hours or more before commencement of the performance, we will make every endeavour to contact clients to inform them of the cancellation. Swift Valley Coaches will endeavour to obtain a transfer to a rescheduled date or refund in full.

## Changes to itineraries & timings

As our brochure is written and produced many months in advance, on some excursions timings and itineraries are still to be confirmed and may be subject to change without prior notice. We cannot be held responsible for any change in theatre cast listings.

## Complaints

If you have a complaint during your day trip 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 7 days of returning from your trip. Please quote your name, booking reference/invoice number 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 to requests from the competent authorities in the United Kingdom and any other sovereign state through which day trips 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.

## Lost Property

Property is carried at the owners risk and we shall not be responsible for any property or equipment left on the coach. Any item of lost property will be held for a period of one month following the date of the day trip in accordance with the minimum regulation laid down by the Road Traffic Act 1960 & the Public Services Vehicles (Lost Property) Regulations 1995. Lost property can be collected from our travel office during our opening hours allowing 24 hours following the return of the excursion.

## Passenger Property

The company accept no liability for loss and/or damage to passengers' property, personal items/belongings including walking aids, wheelchairs & mobility scooters whilst on our vehicles. Property is carried at the owners risk and is the responsibility of the passenger at all times and for the duration of the trip.

## 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 day trips.

## Seat belts

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

## Smoking/Vaping/Alcohol

We operate a non-smoking/non-vaping policy on all our coaches, this includes fake/substitute and E-liquid cigarettes. Tours are planned to include comfort stops en-route.

The consumption of alcohol is NOT permitted without prior arrangement and by law when travelling to designated events.

## 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 day trip choice and we cannot accept responsibility for changes that may occur.

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

**General Data Protection Regulations (GDPR)** In line with the changes to the General Data Protection Regulation (GDPR) from 25<sup>th</sup> May 2018, by making a booking 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 day trip 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 day trip booking. Keeping your personal information safe and secure remains a priority. To find out more visit our website [www.swiftvalleycoaches.com](http://www.swiftvalleycoaches.com) to view our privacy policy or contact us for a printed version.

## Terms and Conditions

These terms and conditions are subject to change without written notice.