Swift Valley Coaches – Terms & Conditions - Holidays

Our terms and conditions and holiday information set 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 IS 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 NON-REFUNDABLE deposit of £75 per person.

Balance The balance must be paid 10 weeks before departure day on all UK holidays and 10 weeks before departure for all European holidays unless otherwise stated or advised. 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 not routinely sent.

Cancellation by us It is necessary for there to be a minimum number of passengers in order to operate a tour. 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 6-8 weeks prior to departure, or if possible 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 purchased by you and not part of a package on any tours.

Cancellation by you You may cancel your holiday at any time, the cancellation must be received in writing, by letter or email. If the reason for the cancellation is covered under the terms of an insurance policy, you may be able to reclaim these charges. Where bought in supplies, such as ferries, hotel accommodation, tickets for attractions or shows etc. have been bought in on your behalf, and where terms and conditions of the supplier are non-refundable, these products will be charged to you at the full retail rate. If this applies, the non-refundable items will be deducted from your holiday costs and the following scale of charges will be applied for the remainder. Deposits are non-refundable. Please see the cancellation scale below.

PERIOD BEFORE DEPARTURE	CANCELLATION SCALE
Prior to 56 DAYS	LOSS OF DEPOSIT
43-56 DAYS	40% of holiday cost
0 - 42 DAYS	100% of holiday cost
Departure day or later including voluntary termination during the holiday	Total Package 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.

If you change your booking
If after our confirmation has been issued, you wish to change to another of our holidays or change the departure date, we will do our upmost to make the changes, but we cannot guarantee to do so. However, notification must be received in writing at our offices from the person who signed the booking form, at least 10 weeks prior to departure. This must be accompanied by a payment of £20 per person to cover our administrative costs, plus any costs we incur in making the amendment. Alterations cannot be made within 10 weeks o f departure and any such alteration will be treated as a cancellation of the original booking and will be subject to the cancellation scale set out above.

Transferring your booking You can transfer your booking to somebody else, but the person must satisfy all the conditions of the holiday, and you must inform us either by letter or email no less than 7 days before departure. This transfer will cost £20 per person plus any reasonable costs to make the transfer. You will remain responsible for ensuring payment before the balance due date. This is addition to (and does not affect) the separate liability of the transferee to us.

Financial Protection/Passenger Protection In accordance with the UK Package Travel & Linked Travel Regulations 2018 all passengers booking with Swift Valley Coaches are fully protected for the initial deposit and subsequently the balance of all monies received by us, including additional travel costs for returning to the original destination or departure point arising from cancellation or curtailment of your travel arrangements due to the insolvency of Swift Valley Coaches.

Swift Valley Coaches has taken out an insurance provided by Yelden Insurance Company Guernsey Limited registered in Guernsey No. CMP74611 with a registered office at Suites 1 & 2, Block A, Hirzel Court St. Peter Port, Guernsey GY1 2NN.

This insurance is only valid for passengers who book and pay directly to/with Swift Valley Coaches. In the event of our insolvency please follow the instructions at www.yeldeninsurance.gg and set out in the policy terms and conditions. To make a claim, contact must be made as soon as is practically possible, contact details as follows claims@yeldeninsurance.gg Suites 1 & 2, Block A, Hirzel Court, St. Peter Port. GY1 2NN +44 (0) 1481 816466

Complaints If you have a complaint during your holiday, please bring the matter to the immediate attention of the tour driver/tour manager, 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.

Brochure Accuracy Although Swift Valley Coaches make every effort to ensure the accuracy of the brochure information and pricing is correct, regrettably errors do sometimes occur. You must therefore ensure you check the price and all other details of your holiday with us at the time of booking and when you receive our confirmation invoice.

Pricing Swift Valley Coaches try to ensure that the most up-to-date and correct pricing information are shown in our brochure. Occasionally and incorrect price may be shown due to an error. When we become aware of any such error, we will notify you at the time of booking (if we are aware of the mistake) or as soon as is reasonably practicable. We reserve the right to cancel the booking if you do not wish to accept the price which is applicable to the holiday. Local Authorities in many towns and cities in the UK and Europe have introduced new tourist taxes which must be paid directly to the hotel by all guests in person. These taxes are not included in our prices but we will endeavour to notify you when applicable.

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.
You are welcome to use your mobile phone to watch video, view social media with the use of headphones so as not to distract the driver or disturb other passengers.

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

Pick-ups, Itineraries & Excursions 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, email or letter 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.
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 We do not offer reductions for children aged under the age of 18. Passengers must be 18 years or over to travel unaccompanied.

Alterations to your Holiday by us Holidays are planned many months in advance, we sometimes need to make minor changes to ensure the smooth operation of the tour. We reserve the right to do this at any time. We will let you know about any important changes as soon as possible. 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.

Hotel Facilities Some hotel facilities and entertainment may be withdrawn for routine maintenance or subject to seasonal availability and provision of facilities cannot be guaranteed. Single occupancy rooms may be subject to a single occupancy charge.

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

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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 and notified to us at the time of booking. Requests cannot be guaranteed although we will do our best to accommodate you. Before booking your holiday, you should ensure that you and your party are both physically and mentally capable of completing the itinerary which includes being able to board and travel on the coach or any other means of transport. If you need advice or further information, please contact us. Hotels that do not have a lift will be indicated in the hotel description. Please note that our staff are not trained or permitted to physically assist passengers. There are 4 steps to board our touring coaches which passengers must be able to board independently.

Important You must tell us if you have an existing medical condition, disability or complex need which may affect your holiday or other group members' enjoyment of it before you book your holiday. We reserve the right to request a doctor's certificate confirming the passenger is fit to travel, if, in our reasonable opinion, your chosen holiday is not suitable for your condition or disability, we reserve the right to refuse your booking.

Single rooms The number of single rooms available are limited and a supplement may be charged, therefore 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.

Health and Safety Some towns/cities/hotels/visitor attractions may have different standards of infrastructure and accessibility sometimes owing to the age of buildings/pavements etc. You should exercise care for your own health and safety for your own protection whilst on holiday. Some travellers may be at risk from discomfort from deep vein thrombosis (DVT) if they remain immobile on a journey for a long period. If you are planning to undertake a journey of more than 3 hours, you should consult your doctor, if you have ever had DVT, pulmonary embolism, a family history of clotting conditions, cancer, treatment for cancer, stroke and heart or lung disease or if you have had major surgery in the last 3 months. We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. Where we provide comfort stops you are encouraged to walk around. Exercise reduces discomfort, which may be caused by periods of immobility.

Lost Property
Property is carried at the owners' risk and the company shall not be responsible for any property or equipment left on the coach, in hotels, destinations or attractions. Any item of lost property left on the coach will be held for a period of one month following the date of the tour 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 Booking Office during our opening hours allowing 24 hours following the return of the tour. Passengers are responsible for making arrangements/costs to recover any belongings/lost property left at hotels or attractions whilst on tour.

Passenger Property
The company accepts no liability for loss and/or damage to passenger's property, personal items/belongings, bags etc. including walking aids, wheelchairs & mobility scooters whilst on our vehicles. Property is carried at the owner's risk and is always the responsibility of the passenger for the duration of the trip.

Wheelchairs/motorised scooters We may be able to accept compact electric mobility scooters by prior arrangement and subject to luggage space/vehicle weight. 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). We regret that electric scooters/wheelchairs cannot be stored on our coaches overnight and must be taken into the hotel with you. Electric scooters/mobility scooters etc. must be covered by your own personal insurance. Swift Valley Coaches does not accept any liability for any damage/breakdown as a result of carriage on-board our vehicles/coaches. 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. You must make us aware of any requirements at the time of booking. Furthermore, would all scooter and wheelchair users kindly note that you must be able to negotiate the four 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, Northern Ireland and the Irish Republic.

Travel Insurance We strongly advise that you take out personal travel 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 and adequate Covid cover. If you do not have adequate insurance and require our assistance during your holiday, we reserve the right to reclaim from you any medical repatriation or other expenses which we may incur on your behalf which would otherwise have been met by insurers.

City & Tourism Based Tax
Tourist taxes, also known as transient visitor levies and city taxes are now being introduced in parts of the UK. Swift Valley Coaches will always endeavour to make you aware if you are travelling to an area/hotel that charges these levies. These will need to be paid in resort. Due to the uncertain nature of collection and the decisions being made by each city's/area's councils we are making you aware that these charges may be levied at any time and are beyond anyone's control and in some instances you will be required to pay upon check-in at your destination. These taxes are not included in your holiday price.

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.

Emergency Contact You will be given details of our Emergency Contact details for both office hours and out of office hours when you receive your Holiday Pack containing your travel itinerary and travel documents, this is usually around 7-10 days prior to departure.

Online Bookings These Terms and Conditions apply to all online bookings

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