

Theobolds Coaches and Holidays Limited (TC&H)

Terms and Conditions for Day Trips

(Updated Feb 2022)

PLEASE NOTE: All tours and day trips are operated on the understanding that smoking is not permitted on our coaches along with drinking of Alcohol. Comfort stops will be made at regular intervals.

EXCURSIONS: We will endeavour to honour all excursions as advertised within our brochure, however TC&H reserve the right to change the details/destination where & whenever necessary. Should this be necessary suitable alternative arrangements will be made at no additional cost to you.

DISABILITY: It is of paramount importance that at the time of booking you advise e.g. TC&H of any special medical conditions i.e. wheelchair user, etc. We do operate coaches with tail lift facilities but only if available, please enquire at the time of booking. We regret, that due to space restrictions, we can only accommodate limited wheelchairs on a coach. You must reserve a space at time of booking, this will be confirmed in writing by TC&H and is subject to availability.

TOILETS: We do not guarantee a toilet will be available, but most of our coaches operate with a toilet on board. Please note that coaches with Toilets do give off an odour as the coach carries the waste in a tank under the toilet itself. We use chemicals to control the odour along with air fresheners, but it is very difficult to completely eradicate the odour a toilet on a coach emits. Toilets on coaches are only designed for emergency use. If they are used too often on the same day, they will become full and rendered out of order. Toilets can emit an odour or become full, with overuse, will not be treated as a complaint. In addition, Toilets on coaches are only for urination, any other form of toilet use required please notify the driver and he/she will stop at the nearest available location.

AIR CONDITIONING (CLIMATE CONTROL): All our coaches operate with either air conditioning or climate control: these facilities only operate when the vehicle is in motion with the door closed and can take up 30 minutes to cool the vehicle to an acceptable standard, especially in the summer months when the interior can become exceptionally hot when parked up. Air Conditioning (climate control) that does not cool the coach initially cannot be treated as a complaint.

Key Points:

- 1) To make a reservation please call our sales team on 01582 60 00 00, call into our office at The Coach Yard, Eaton Green Road, Luton, Beds LU2 9HD. Or go online at www.theobolds.com
- 2) All Day excursions must be paid for in full at the time of booking. Reservations can be accepted subject to availability, up to two days before the departure of each excursion.
- 3) Within 28 days of departure tickets cannot be exchanged nor can money be refunded. Theobolds will endeavour to resell returned tickets, however the selling of our own unsold tickets will take priority. There will be an administration charge of £5.00 per booking for this service. N.B. there will be no Guarantee returned tickets can be sold and a refund given
- 4) More than 28 days before departure bookings can be exchanged or refunded with a voucher. There will be an administration fee of £5 for this service. Clauses will apply to this rule, in circumstances where tickets have already been purchased in advance and are non-refundable, for example Theatre tickets, Thursford etc, no refund will be given for ticket/entry cost. We will be happy to try to resell them on your behalf with the admin fee. Any bookings not made directly with Theobolds but via an agent, any commission costs paid to a third-party booking agent cannot be refunded regardless of timescale of cancellation.
- 5) The operation of all day trips/excursions is subject to there being a minimum number of bookings. Theobolds will not accept any liability above the return of all monies paid in the event of any tour being cancelled due to insufficient customer bookings, or any other reason beyond our control.

6) Theobolds will make every effort to keep to the advised pick-up time, however traffic and other road conditions may cause late arrival. Theobolds will not be held responsible for the late arrival of coaches due to circumstances beyond our control, or for the delay or late arrival of a third-party transport.

7) 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.

8) The departure of coaches from pick-up points, transfer points, refreshment stops, destinations etc will not be delayed waiting for passengers who exceed or disregard the stated departure times.

9) Particular areas of the coach can be reserved (front middle or back) on a first come, first served basis. The company reserve the right to change seat allocation or vehicle without notice. We will endeavour to seat passengers together for shows, theatres etc however, we cannot guarantee this. Please be aware there may be areas of the coach that could be chargeable i.e. front row

10) All UK Citizens must have a full valid 10-year passport before leaving the UK. Non-EU passport holders may need Visas; Theobolds will not accept responsibility for any passenger who does not have the correct documentation.

11) We are pleased to carry folding lightweight wheelchairs in the luggage compartment, (weighing 20kg or less) please notify us at the time of booking.

12) The consumption of alcohol is NOT permitted and by law we operate a no smoking policy on all our vehicles including the use of electronic cigarettes. The use of mobile phones during coach journeys often causes annoyance to fellow passengers and can distract the driver. Therefore, we respectfully request that all mobile phones are on silent mode, whilst on the coach. In the event of unreasonable conduct, we reserve the right to refuse or terminate a passenger's travel.

13) Theobolds will not be responsible for any property or equipment left on the coach. Any item of lost property will be held for a period of 1 month following the date of the daytrip/excursion. Customers are responsible for the safe storage and collection on exit of their own goods.

14) For the purpose of these terms a Senior Citizens price will be based on those people aged 65+ Child age category may vary as defined by the venue.

15) We guarantee that the price will not be subject to surcharges except for those resulting from action beyond our control.

16) Brochure & Website descriptions correct at time of going to press. However, they are given as a guideline only. Theobolds reserve the right to change or amend any excursion or holiday without prior notice.

17) No animals (other than guide dogs, notified to the office in advance and accepted) may travel on any vehicle.

18) If you have a complaint during your day trip excursion, please inform the coach driver/courier immediately, who will do his/her best to help there and then. If the matter cannot be resolved on the spot you must notify us in writing within 28 days of the completion of your Day trip quoting your day booking reference number and departure date. Failure to establish your complaint in accordance with this procedure may affect the outcome.

19) The day trip 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.

20) On the coach you may not:

- a) Bring a pet or any other animals (other than Guide Dogs in UK and EIRE only by agreement).
- b) Play audio on the coach other than via a personal headphone, smoke on board the coach and/or drink Alcohol.

21) TC&H will reasonably exercise their right to refuse bookings or terminate a client's day trip in the event of unreasonable conduct which in TC&H's opinion is likely to cause distress, danger or annoyance to other clients, employees, property or to any third party. If you are prevented from continuing your day trip by such a termination TC&H's responsibility for your holiday ceases. Full cancellation charges will apply, and TC&H will be under no obligation for any refund, compensation or loss which you may incur.

22) You are responsible for ensuring that you are at the correct pickup & departure point at the correct time. TC&H accept no responsibility for any loss or expense suffered by you due to your late arrival at any Collection and/or departure point. Admission fees to buildings, grounds etc. are not included in the price of the day trip unless otherwise stated.

Theobolds Coaches and Holidays Limited,

The Coach Yard, Eaton Green Road, London Luton Airport LU29HD

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