



## Fair Trading Agreement (Booking Conditions)

### Holiday Travel Insurance

It is a condition of booking that you are adequately insured for any of our holidays. Prior to departure we will request that you provide to us details of your insurers, your policy number and the emergency contact number stated on your policy.

From 1st January 2010, the sale of travel insurance connected to holiday or related travel will be regulated by the Financial Services Authority. As we do not hold the necessary authorisation, we are no longer able to offer or advise on travel insurance related matters after this time. Towergate Chapman Stevens are our preferred Insurance Brokers, a leaflet which will give you information on how to purchase Travel Insurance from them is available on request, alternatively you can visit <http://www.towergate.co.uk/coach-travel> for a quote and more information. Towergate Chapman Stevens are Travel Insurance Specialists in the Coaching Industry.

## YOUR CONTRACT WITH BOULTONS OF SHROPSHIRE

### 1. You pay a deposit

When you make your booking you must complete a booking form, accepting on behalf of all your party members the terms of this Fair Trading Agreement and pay the appropriate deposit.

### 2. You pay the balance

The balance of your booking must be made by the stated date on your booking confirmation (or deposit receipt) or at the least 6 weeks prior to departure. If the balance is not paid on time we reserve the right to cancel your holiday retaining the deposit and apply cancellation charges as set out in section 4. If you book within 6 weeks of the departure date the full amount must be paid at the time of booking.

### 3. If you change a booking

If after confirmation has been issued you wish to amend any details of your booking we will do our utmost to accommodate these changes. They may result in administration costs being charged depending on the nature of the amendment. We cannot guarantee that alterations can be met therefore if it results in cancellation the cancellation charges set out in section 4 will apply.

### 4. If you cancel your holiday

You or any member of your party may cancel your holiday at any time provided that the cancellation is made by the person signing the booking form. As this incurs administrative costs we will retain your deposit and in addition apply cancellation charges up to the maximum shown below:

Period before departure within Cancellation is received	Amount of Cancellation charge shown as a % of holiday price
More than 42 days	Deposit only
28 – 42 days	30%
14 – 27 days	45%
7 – 13 days	60%
0 – 6 days	100%

If the reason for cancellation is covered under the terms of an insurance policy you may be able to reclaim these charges.

### 5. If you have a complaint

If you have a complaint during your holiday please notify your driver immediately and he/she will do their best to resolve the matter there and then. If the matter cannot be put right you must notify us in writing within 12 days of the completion of your holiday. Not reporting a problem to your driver at the time it occurred may invalidate any complaint made on return.

### 6. Other terms

On a holiday you must not:

- Bring a pet or any other animal other than a guide dog and then by prior arrangement only.
- Play a radio, cassette or compact disc player without headphones on the coach.

Boultons of Shropshire Ltd reserve the right to refuse a booking or terminate a passenger's holiday in the event of unreasonable conduct. You are responsible for ensuring that you are at the correct departure point and at the correct time. We cannot be liable for any loss or expense suffered by passengers due to late arrival at any departure point. Excursions and admission fees are included in the price where indicated and refunds cannot be made for passengers not wishing to go on these excursions.



# Fair Trading Agreement (Booking Conditions)

## OUR PROMISE TO YOU

### 1. We reserve your holiday

When available space on the tour is confirmed and we have received a completed booking form and relevant deposit a confirmation/receipt will be forwarded to you normally within 7 working days. The contract is made between us when you receive this confirmation.

### 2. Financial Security

In accordance with 'The Package Travel, Package Tours Regulations 1992' all passengers booking with Boultons of Shropshire Ltd are fully insured for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the unlikely insolvency of Boultons of Shropshire Ltd. A certificate detailing this cover will be given to each and every passenger as evidence of cover. Please ensure that you have been given the appropriate certificate(s) at the time of booking. This insurance has been arranged by MGA Cover Services on behalf of Towergate Chapman Stevens through CBL Insurance.

### 3. Your holiday price

Holiday prices include all that is stated on the details. The price of your holiday is guaranteed and will not be subject to any surcharges except those resulting from excess fuel price increases and other factors out of our control. Boultons of Shropshire endeavour to refrain from passing on these charges but we reserve the right to increase the cost of an advertised tour at anytime.

### 4. If we change your holiday

If any significant changes are made to your tour we will notify you as soon as possible, if you are not happy with these changes you are entitled to cancel your reservation with a full refund.

### 5. If we cancel your holiday

It is necessary for us to reach a minimum number of bookings before we can operate a tour, should we not reach this minimum number and are forced to cancel the tour you will be notified immediately and either offered an alternative or all monies paid by you will be returned in full. We will never cancel a holiday at short notice.

### 6. Complaints

All complaints must be reported to the driver or supplier of the service at the time the problem arises, should you wish to continue a complaint on your return these must be made in writing within 12 days of the completion of your holiday. All complaints will be dealt with and looked into and you will be kept informed at all stages.

### 7. Our responsibility

We accept responsibility for ensuring that we provide the services as described on the tour details and to a reasonable standard. We shall not accept responsibility or liability for death, bodily injury or illness caused by activities engaged in outside the scope of the holiday itinerary. Some circumstances fall outside our direct control therefore we do not take responsibility for factors which we cannot predict, these include adverse weather, road or traffic conditions, hotel facilities being unavailable or entertainment being cancelled due to poor demand.

## MORE ABOUT YOUR HOLIDAY

### 1. Luggage

Passengers are requested to keep their luggage to one medium sized suitcase/bag per person. A small piece of hand luggage can be carried on board the coach.

### 2. Seat Allocation

Seats are allocated on a first come first served basis, special requests for certain seats must be made at the time of booking. We cannot guarantee that your preferred seats will be available.

### 3. Smoking

We operate a non smoking policy on all our vehicles and we request that this is adhered to.

### 4. Travel Documents

When we have received your balance payment a receipt will be sent to you. Approximately 2 weeks before departure you will receive 2 luggage labels per person and your pick up information. Certain documents e.g. theatre tickets will be retained by the driver and given out when required.

### 5. Special care for the disabled

We do our best to cater for our disabled passengers however some tours may be unsuitable and we cannot guarantee that hotels will have disabled access. We operate 2 coaches with specially designed lift access for disabled but these are not normally used on our tours. Please advise in the special request section on the booking form and we will do our best to accommodate you.

### 6. Special requests

There is a section on the booking form for you to give any special requests, these must be made at the time of booking, we will do our best to fulfil these but cannot guarantee that they will always be met therefore we regret that we cannot accept any special requests as a condition of booking.

### 7. Pick up points

We refrain from having extensive pickups as we feel it is unfair to those boarding the coach first. Our usual pickups are Shrewsbury, Church Stretton, Craven Arms and Ludlow, but please feel free to enquire about further pickups and we will do our best to arrange something for you. We will always pick up if along the route we would normally take to our destination.

### 8. Passport

For all continental holidays you will require a valid passport that must be valid for at least 6 months after the return date. We cannot be held responsible for any passenger who does not have the correct travel documents.

### 9. Health

It is your own responsibility that you are aware of health requirements and that you consult with your doctor if you have any special requirements.