

Fair Trading Charter

PLEASE READ THIS CAREFULLY BEFORE BOOKING

- YOUR HOLIDAY CONTRACT WITH TERRY BUSHELL TRAVEL -

You pay a deposit and make a contract with us

When making a booking you pay a deposit of £40.00 per person for Holidays or £70.00 per person for Theatre Breaks. The contract is made at the date the deposit is entered on to our reservation system and we issue a confirmation of booking.

You pay the balance

The balance shown on your confirmation is due six weeks prior to the tour departure. Should the balance not be paid at the due date, we reserve the right to cancel the reservation and apply cancellation charges as shown below. Balance reminders are not sent.

If you cancel your holiday

Should you or any other member of your party be forced to cancel your holiday you must notify us **IN WRITING**. A cancellation charge calculated on the scale set out below becomes payable.

More than 42 days	Loss of deposit
29 - 42 Days	30%
15 - 28 Days	60%
0 - 14 Days	100%

If you change your booking

If after our confirmation has been issued you wish to change to another of our current holidays, we will do our utmost to make the change. The request must be in writing and a £10.00 administration fee paid per person. Any alteration made after the original balance is due will be regarded as a cancellation and be subject to the cancellation charges set out above.

If we cancel your holiday

We reserve the right to cancel your holiday if there are insufficient bookings to justify the departure, in which case we will inform you at least six weeks prior to departure. In the unlikely event of this happening you will have the option of transferring to another tour or accepting a full refund.

If you have a complaint

If you are unfortunate enough to have a complaint during your holiday please inform the person responsible immediately (i.e. Hotel Manager) and also advise our driver/tour manager who will do their utmost to resolve the problem immediately. If the matter cannot be put right on the spot, you must notify us in writing within 28 days of the completion of your holiday.

Conditions of Carriage

When you travel on a train or ship the conditions of carriage apply and are subject to National and International conditions which may limit or exclude liability. Your contract made under the terms of this agreement is subject to English law and jurisdiction. Some coach journeys may be operated by vehicles which have a specification different to that detailed in this brochure.

Other terms

We reserve the unconditional right to refuse a booking or terminate a passenger's holiday in the event of unreasonable conduct.

We regret that no pets or other animals may be taken on our coaches. You are responsible for ensuring that you are at the correct departure point at the correct time and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point.

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 etc are not included in the price of the holiday unless otherwise stated in the brochure. We cannot accept responsibility if passengers are not in possession of the correct travel documents.

If we change your holiday

The arrangements for holidays in this brochure are made many months in advance and changes are sometimes unavoidable. Most of these changes are very minor, but where they are significant we will notify you as soon as possible. A significant change is one that involves changing your departure date, resort area, quality of main hotel or eliminating a destination from the itinerary. In the event of a significant change you may decide to

- Continue with the holiday as amended
- Accept an alternative which we may offer
- Cancel your booking and receive a full refund.

Your holiday price

The price of your holiday is guaranteed and will not be subject to any surcharges except for those resulting from increases in fuel prices, government action including additional bonding or licensing requirements and VAT. In all cases we reserve the right to pass these amounts on in full. U.K. Holiday prices include all coach travel, hotel accommodation and meals as specified in the holiday description and VAT at the current rate where applicable. If the cost of the tour increases by more than 10% you are entitled to cancel and receive a full refund. Should you decide to cancel because of this, you must exercise your right to do so within 14 days of the date of your amended invoice. Surcharges will not be imposed within 30 days of the departure. Morning Coffee, afternoon tea and other refreshments are not included. Gratuities to the hotel staff and driver/tour manager are discretionary. Final details of departure times and points will be sent to you about one week prior to the departure date when they have been finalised.

Your holiday information

Seat Allocation

Requests for particular seats can be made when booking, but since allocations are made on a first come first served basis, early booking is advisable. Reserved seats are held throughout your holiday. For operational reasons, a coach of different configuration may be used and we reserve the right to alter a seating plan, although this will be avoided as far as possible.

Smoking

There is a total smoking ban on the coach, but frequent comfort stops are made.

Access

The holidays in this brochure have been carefully planned to include as much of interest as possible. Inevitably some of the holidays include lengthy periods of travel and some walking on sightseeing excursions. Many of the hotels will have steps to contend with and may not have lifts. We will do our best to look after disabled passengers but please advise us when booking of any special requests. Wheelchairs can be carried, but due to restricted space, advance notice must be given to our office. We are unable to accommodate motorised wheelchairs due to Health & Safety regulations.

Bedrooms

All bedrooms in all our hotels have en-suite accommodation; this may be a bath, a shower, or shower over bath all with toilet. Please make a request if you have a preference. This will be put on the rooming list, but cannot be guaranteed as all hotels have different facilities available. There are usually a limited number of ground or low floor rooms available and requests for this accommodation must be made when booking. Not all hotels have lifts or ground floor rooms.

Single Rooms

Single Rooms are always in short supply (and may be subject to supplementary charge). We advise early booking.

Special Diets

If you require a special diet you must inform us at the time of booking. This will be notified to the hotel and any extra costs incurred must be paid to the hotel before departure. We cannot guarantee hotelier's compliance with dietary requests.

Entertainment

Entertainment offered by hotels is indicated in the hotel description. The nature and frequency of the entertainment presented is at the discretion of the hotel and therefore not guaranteed and could be withdrawn if there is a lack of demand or insufficient numbers in the hotel.

Luggage

In view of the restricted space available, we ask you to keep luggage down to one **MEDIUM sized suitcase PER PERSON, but a SMALL holdall can be taken on board the coach**. Please think about the driver and hotel staff who have to handle your luggage and keep the weight to a maximum of 20 kilos. If your case is very heavy you may be asked to handle it yourself.

Child reductions

Child reductions will apply to children under the age of 12 at the date of travel, sharing a room with two adults paying full fare.

All 2021 Tours will be operated in accordance with government guidelines.

Printed December 2020

