

DURATION OF TOURS

The days of departure and return are included in the number of days of the tour. e.g. 5 days (4 nights).

COMFORT STOPS

Are normally after 2 hours driving time, due to Drivers Hours Regulations, all passengers must disembark the coach at these stops. We do not encourage food to be consumed on the coach.

BAGGAGE ALLOWANCE

One medium size suitcase per person max 18kgs per case. In addition a small hold-all may also be taken on the coach. One large case between two is **not encouraged**. Please spread the weight load due to Health & Safety Work Directives. If you cannot lift your own case, please consider other baggage handlers. Porterage is not included on some tours. *Porterage is not always available between the coach and the hotel.*

All luggage and belongings should be insured to the full value and all personal items e.g. jewellery, cameras etc should be carried on the person. Any luggage/items left on the coach overnight or unattended will be at your own risk. You should ensure that you have attached our **colour coded** luggage label provided by us to your suitcase.

We accept no responsibility if you leave or lose your luggage or your luggage gets damaged in transit.

DISABLED FACILITIES

In general our tours are not suitable for severely disabled persons. Only fold up wheelchairs and mini mobility goggles will be carried and numbers limited at our discretion.

BROCHURE ACCURACY

Care is taken in compiling this brochure so please take note that the hotel facilities and tour itineraries are booked in good faith and to the best of our belief are available. **Sometimes for operational reasons the itinerary may have to be altered.**

BOOKING CHANGES

After we have issued your booking confirmation we will do our best to accommodate any changes, but cannot guarantee to do so. If we are able to make the changes a fee of £12 per booking per occasion plus any additional charge(s) for the facilities requested.

BOOKING TRANSFER

If for any reason you wish to transfer your booking to someone else or to a different departure date then an administration fee of £12 per booking per occasion will apply. You will remain responsible for ensuring that the holiday is paid for by the balance due date.

TRAVEL INSURANCE

We strongly advise that you are adequately insured for our holidays. Prior to departure we will request that you provide us details of your insurers, policy number and the emergency contact number stated on your policy.

Since 1st January 2009, the sale of travel insurance connected to holiday or related travel has been regulated by the Financial Conduct Authority. As we do not hold the necessary authorisation, we are no longer able to offer or advise on travel insurance related matters. Please find enclosed a leaflet from our preferred insurance brokers which will give you information on how to purchase travel insurance from them. Towergate Chapman Stevens are travel insurance specialists in the coaching industry.

CANCELLATION CHARGES

You or any member of your party may cancel at any time, provided that the cancellation is made in writing or email. You will have to pay the cancellation charges set out in the scale below to cover our estimated loss resulting from the cancellation. If you are insured against cancellation you may be able to recover the charges from your insurer. Your cancellation will take effect when we receive written confirmation of your cancellation.

In the event of cancellations by you the client, the following terms apply:

More than 42 days before departure

29 - 42 days before departure

14 - 28 days before departure

1 - 13 days before departure

Loss of Deposit

60% Loss of total holiday cost

80% Loss of total holiday cost

100% Loss of total holiday cost

If James Bevan Ltd (the operator) cancels the holiday then all monies paid in will be refunded to the client.

PLEASE NOTE, IT IS A CONDITION THAT ALL PASSENGERS TRAVELLING ALONE ARE TO SUPPLY US WITH EMERGENCY CONTACT NUMBERS.



All our coaches are fitted with Safety Seat Belts.

