

# FREQUENTLY ASKED QUESTIONS

## Everything you need to know about booking a holiday with us – and some things you didn't know that you needed to know!

### **How can I book a holiday with you?**

There are three methods. You can call our office on 01706 648126 Monday to Friday 9am to 5pm. You can also book via our website; this will result in a saving of £10 per passenger. Finally, you can visit one of our agents based in various towns within our pickup area.

### **What Deposit will I have to pay?**

A deposit of £75 per person needs to be paid at the time of booking for coach holidays to secure the holiday. For Jersey flight holidays the deposit is £150.

### **Is my coach seat reserved?**

Yes. However, we do reserve the right to move you under certain circumstances. For example, to allow a couple to sit together. This rarely happens and you will be informed prior to travelling. Please note that the wearing of seatbelts is mandatory.

### **What's included in the price.**

Our 'Door to Door' service, Dinner, Bed and Breakfast and all attractions as noted in the itinerary, unless mentioned otherwise.

### **Can I, and should I, take out travel insurance?**

For holidays inside the UK, insurance is optional. Remember though, most claims are for cancellation of holidays prior to travel, so please ensure you have appropriate cover for monetary losses as well as medical. For travel outside the UK, you must have some form of travel insurance in place. We offer holiday insurance via Wrightsure, who provide our customers with an age-appropriate, fit to travel based policy. There are no exclusions for pre-existing medical conditions when travelling in the UK, however you should make sure that you read and can agree with the 'criteria' for all trips taken.

### **Can I travel with you if I live outside your defined pick-up area?**

Yes, you can. There are two options. You can make your own way to one of our pickup hubs at an agreed time and we will give a discount for this option. The second option is for us to arrange to pick you up, but you will have to pay a supplement dependent on the distances involved.

### **Can I bring my wheelchair?**

We accept folding wheelchairs and folding walkers. We do restrict the number of folding wheelchairs to two per coach for luggage space reasons. You must inform us at the time of booking if you intend to bring either of the aforementioned. We do not allow any form of motorised mobility aid to be carried.

### **Do I have to pay a Single Supplement if I travel alone?**

For each tour we are allocated a number of single rooms. Some don't carry a supplement, others do. This is entirely dependent upon the policy of each individual hotel. Prior to the holiday some hotels, upon request, allow double or twins to be used as singles – but with a supplement. We will advise you of any additional costs at the time of booking. We don't add any additional costs to the supplement charged by the hotel.

### **Can I make special requests for my hotel stay?**

Any special requests made at the time of booking will be passed on to the hotel prior to the coach's arrival. However, we will note that 'Any requests cannot be guaranteed' on your confirmation document. If your request needs to be guaranteed, then it is your responsibility to liaise with us to ensure this is the case.

### **What paperwork will I receive?**

You will receive a booking confirmation detailing all aspects of your holiday booking. This needs to be carefully checked to ensure all is correct. Any amendments made later will incur an administrative charge. If you've taken insurance, you will also receive your policy documents.

### **When does my final balance become due?**

Eight weeks prior to travel, earlier for Jersey flights. The balance due date is noted on your holiday confirmation document. You can either call us to pay your balance (we don't keep details of your Credit or Debit cards) or, if you booked online, you can pay your balance via your account on our website.

### **Are your holidays financially secure?**

Yes. All our tours are covered by the British Coach Holidays (BCH) Bond. Please see details on Page 2.

### **What happens if I cancel my holiday?**

We will issue you with a Cancellation Invoice in accordance with our industry recognised terms and conditions. We will then refund you any sums due and you can use the invoice to submit a claim to your insurance company.

### **What happens if we cancel the holiday?**

We review each tour on a weekly basis to ensure we have enough passengers booked on to make it viable, we do this as early as possible. If we decide to cancel the holiday, we will contact you and either offer you a full refund of all monies paid or offer you another appropriate tour and give you a £20 discount per person to transfer.

### **When will I need a passport or an identity document.**

For travel to Ireland or the Channel Islands travellers need either a passport with 6 months validity or some form of photographic ID. This could be a current driving licence or a Bus Pass. For travel to the EU a full passport with 6 months validity is required.

### **When will I receive my Travel Documents?**

About 8 to 10 days prior to travel. The envelope will contain a note of your collection time on the day of travel, an itinerary booklet giving day by day information for the duration of the tour and luggage labels.

### **Do you sell your holidays cheaper to fill rooms close to the departure date?**

No. We believe that every customer on the coach should pay the same amount.

### **Do I need to leave Next of Kin (NOK) details?**

Totally optional. We take the care of our passengers to an extra level. If you are taken ill whilst away on holiday with us, we will make contact with the designated NOK and advise them of your situation. We will then assist in any way possible.

### **What size suitcase should I bring?**

For coach holidays each passenger should bring one suitcase weighing no more than 18 kgs (40lbs). If the tour has an overnight stop,

it is advisable to bring an overnight bag to avoid unpacking and re-packing. The allowance will be different for our flight holidays, please see information on your Travel Documents. Any important medications should be kept in personal hand luggage.

### **Where are your coach/taxi meeting hubs?**

We have two coach meeting places Birch Services West and Viaduct Street in Stockport.

### **How does your 'Door to Door' service work?**

We have been operating our 'Door to Door' service for many years now – suffice it to say that we're very good at it. Every customer is given a time that they will be picked up at on the first day of their holiday. A licensed taxi or minibus will turn up at the allotted time. We have an emergency telephone number in case of traffic delays or similar. The taxi / minibus then picks up other passengers en-route to the coach meeting point.

### **Are all your coaches the same?**

All our coaches are modern executive coaches with all 'mod cons' including an onboard toilet. However, they are different makes and models and as such will have different window alignments and, as such, we cannot guarantee a 'full window' seat.

### **What about your drivers?**

Our drivers are mature professional individuals with many years of experience. They are customer focused and will tend to your requirements whilst on holiday.

### **How often do you stop en-route?**

Because we don't have long pickup routes, we can take a more leisurely approach on the outward journey. The driver will decide where to stop for lunch and comfort breaks ensuring an appropriate hotel arrival time.

### **Are there any additional costs whilst on holiday?**

The only extra costs that you should incur are your lunches and drinks from the bar, and other personal purchases.

### **Is portorage included?**

Yes – you should not need to touch your suitcase from your front door to your hotel bedroom. If for any reason general Portorage is not available at your hotel, and you are unable to manage your own case, please make your Driver or a member of hotel staff aware, and they will assist you.

### **Are breakfast and dinner always included?**

On 99% of tours they are. On some more specialised tours, for example involving Ferries, there will be different arrangements – these will always be clearly stated on your itinerary.

### **What happens on the return day?**

You will make your way home with suitable stops. For shorter distance holidays, your coach will come straight home after breakfast. The driver will arrange to have the taxis and minibuses waiting for you. Your luggage will be put into your taxi and you will be called off the coach to be taken home.

### **Will I want to travel with you again?**

We like to think so. We have hundreds of customers who travel with us time and time again. Their returning business and recommendations are the best forms of advertising we have.

**We look forward to seeing you on one of our tours.**