

DAY TRIP TERMS & CONDITIONS

ACCEPTANCE OF A TICKET IMPLIES ACCEPTANCE OF THE COMPANY'S PUBLISHED CONDITIONS

BOOKING CONDITIONS. Superior Coaches Ltd t/a East London Travel and hereinafter call the Company, operates the excursions and services in this brochure subject to the following conditions:-

TICKETS/FARES. Fares are payable in full at the time of booking. Passengers should inspect their tickets at the time of purchase to verify that the details thereon are correct. Tickets must be produced and/or surrendered to any company official upon request.

CHILDREN. The child fare applies to under 14 year olds. Under no circumstance will children under the age of 14 years be carried unless accompanied by an adult. On UK/ continental trips all ages are required to have a seat.

SEAT NUMBERS. Seat numbers are allocated at time of booking, although we reserve the right to change these should conditions make this necessary.

NO SMOKING COACHES. Smoking is strictly prohibited. **NO ALCOHOL.** No alcohol is to be consumed on the coach anyone ignoring these terms will have their travel terminated no refund or compensation will be paid

VENUES / ADMISSION FEES. Please note that, unless otherwise stated, admission fees are NOT included in the price of the excursion. Every effort is made to ensure accuracy in the opening times and dates of the venues/special events but we cannot accept liability for any subsequent changes or closures. When the day trip includes admission or other charges, the Company reserves the right to make an additional charge in the event of a rise in the charges being imposed after the publication of this brochure.

CANCELLATION OR AMENDMENTS BY THE CUSTOMER

Cancellations are subject to the following charges:

Notice Prior to Departure	Amount of cancellation charge Charge Shown as a %of total cost
Over 14 Days	20% of total cost.
14 Days & Under	100% of total cost.

Where the fares include admissions, we can only refund a proportion of the travel part of the fare.

Amendments to bookings will incur an administration charge of £3 per change - I.e. seat change, name change, pick up point change.

CANCELLATION BY US. A full refund of any fares paid will be made. The company reserves the right to cancel, alter or withdraw a tour at any time, either through insufficient bookings or unforeseen circumstances that would make it impossible to operate to an acceptable standard. The company will only be liable for such monies as have been paid and not for any other loss resulting from cancellation.

ANIMALS. Only guide dogs may be carried this must be mentioned at the time of booking.

JOURNEY TIMES. The company gives its advice on journey times in good faith, but does not guarantee the completion of any journey at a specific time and will NOT be liable for loss or inconvenience caused by a force majeure event, including, without limitation, vehicle breakdown, extreme traffic congestion, road works, road closures, major events or adverse weather conditions. We reserve the right to change and alter pick up and drop off points at short notice should circumstances beyond our control make this necessary. No compensation will be paid.

VEHICLES. The company reserves the right to substitute vehicles and to hire in from another company in order to avoid a trip not being operated. We do not guarantee that there will be a toilet onboard.

YOUR RESPONSIBILITIES. We will not be responsible, under any circumstances, for customers failing to board the coach at their allotted time or for being at the wrong pick up point. The coach will not be held for late arrivals and NO REFUNDS made to passengers who miss the coach for this reason. We will refuse a booking or terminate a passenger's travel in the event of unreasonable conduct. Unreasonable conduct includes failure by customer to return to the coach at the time instructed by the driver in which case the driver will be entitled to depart and we shall not be held responsible for any extra travel or other costs subsequently incurred by the customer.

SEAT BELTS & LOST PROPERTY. Seatbelts must be worn at ALL times, you travel on condition that they will be worn whilst the vehicle is moving. Failure to wear seat belts will compromise any possible claim for personal injury. Lost property should be claimed and collected within two weeks of travel. Luggage & Shopping is carried at owner's own risk; we do not accept responsibility for any loss or damage caused to these items whilst on the vehicle.

CONTINENTAL DAY TRIPS - Passports are essential for ALL continental excursions shown in this brochure. It is the client's responsibility to check they have the correct documentation and necessary Visas to travel we regret that we are unable to refund passengers. We reserve the right to control the amount of goods carried so that weight limits for the particular vehicles are not exceeded. The coach will not wait for any person delayed by Customs either within or exceeding their personal allowances. We will not be held responsible for any cost incurred by the person and no refund will be given.

CHANNEL CROSSING. Our day trips to France are scheduled to use either the Ferry or Eurotunnel as stated in the brochure. In the Event of one of these services not being available, we reserve the right to use alternative means of travel without prior notification.

COMPLAINTS

In the unlikely event of your not being satisfied with any part of our service you must inform your driver/courier. He/she will do their best to put matters right immediately. If your complaint cannot be dealt with at once you must send it to our customers services in writing within 14 days of your return.

GDPR & DATA PROTECTION ACT 1998. We have to advise you that your contact details and booking history are held on computerised booking system. We may use this information to contact you or to pass on to a third party supplier to ensure your travel arrangements are met. Please notify us in writing if you wish to be removed from this list. See our website for our privacy policy.

CUSTOMER CONTACT DETAILS

It is your responsibility to provide us with your address, email & telephone number/s at the time of booking. In the event of a late amendment being necessary we will contact you either by post, email or telephone. Please ensure your contact details are up to date otherwise no compensation or refund will be payable in the event of us not being able to contact you.

Subject to E&OE