



## CROSSKEYS COACHES LIMITED – DAY-TRIP BOOKING TERMS & CONDITIONS

### **Introduction**

These booking conditions, together with our Privacy Policy and any other written information we brought to your attention before we confirmed your booking, apply to your booking with Crosskeys Coaches Limited of Caesars Way, Folkestone, Kent. CT19 4AL (Company number 04459956) ("we" or "us").

Please read them carefully as they set out our respective rights and obligations. In these booking conditions references to "you" and "your" include the leadname person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

### **Booking**

By making a booking, you agree on behalf of all persons detailed on the booking that you have read these booking conditions and agree to be bound by them, and that you are over 18 years of age.

When you make your booking, you must pay any deposit specified at the time of booking. Please check that all names, dates and timings are correct upon receipt of any documents and advise us of any errors immediately.

### **Special Requests**

Any special requests you may have must be made at the time of booking. Whilst we will make every effort to facilitate any special requests, we cannot absolutely guarantee that your request will be fulfilled.

### **Payment**

You will be required to pay a deposit for your booking unless the date of the trip is within four weeks of the date of booking in which case full payment is required. For day trips the deposit will be a minimum £10.00 per person with day trips involving pre-purchase tickets incurring an increased deposit. The deposit is your only commitment until four weeks prior to departure.

Where you only pay a deposit at booking, you must pay the full balance by the balance due date notified to you. If full payment is not received by the balance due date, we reserve the right to cancel your booking and charge the cancellation fees set out below.

## **Cancellations and Amendments**

Should the circumstance arise where we are forced to cancel any day trip, all monies paid by you for that particular trip will be refunded in full. This does not include credit card charges you may have incurred at booking.

Whilst we do our utmost to ensure that the cross channel travel element of any continental day-trip is provided as per the description on our brochure or on our website we reserve the right to adjust the crossing from Eurotunnel to ferry or vice-versa should such a change become necessary.

If you, or any member of your party wishes to cancel your day trip you must notify us in writing, in any case, the date of cancellation will be the date on which written confirmation is received by us. The person who made the booking, the leadname, must also provide the confirmation of cancellation.

As cancellations incur administrative costs and we may not be able to resell your booking, including ancillary elements to which we may have already committed and may be charged, cancellation charges will be applied on the following scale:

<b>Period before departure within which written instructions are received.</b>	<b>Cancellation charge (excluding any insurance premiums).</b>
More than 28 days	Deposit only
27 to 8 days	50% of total trip cost
7 days and below	100% of total trip cost

For any cancellation where ancillary costs e.g. event or attraction tickets, food and beverage etc. have been incurred by us which are not refundable at the point of cancellation the cancellation charges will be the greater of a) the cancellation charge stated above or b) the total of the ancillary charges incurred.

If, after making your booking and receiving our confirmation of same, you wish to make an amendment to your booking e.g. a name change we will do our utmost to make the amendment provided the amendment is requested by the person who has made the booking in the first instance. We reserve the right to make a charge of £10.00 per amendment.

## **Travel Documents**

For any day trip involving travel into Europe a passport/ID card will be required, valid for a minimum of six months after your scheduled date of return. Non-UK citizens will be required to hold any valid visa/permit to travel required.

We cannot accept responsibility if passengers are not in possession of the correct travel documents and no refunds can be given to those unable to complete their journey for this reason.

It is also advised to make sure UK residents are in possession of European Health Insurance Card (EHIC) when travelling abroad.

### **Pick Up Locations & Times**

Your booking confirmation will confirm the pick up location and departure times will be advised in advance of travel but may be subject to change. You are requested to be at the chosen pick up location at least 10 minutes before the departure time.

The company shall not be held responsible for the late arrival of passengers at their pick-up location who subsequently miss the coach and no refund will be made in those circumstances. Nor shall the company be held responsible for the late arrival of a coach due to circumstances beyond our control e.g. traffic & weather conditions etc.

### **Seat Allocations**

Our seat allocation policy is strictly on a 'first come, first served' basis with exception to the front seats and the seats adjacent to any mid-coach exit which will be reserved for 'blue badge' holders, subject to availability at the time of booking.

Proof of blue badge will be required at the time of booking and all seats will be subject to change.

### **Wheelchairs**

You must advise us if you wish to bring a wheelchair Inc. powered wheelchairs or mobility scooters with you on your trip at the time of booking. Your wheelchair should weigh no more than 20kgs and you must be able to place it into the luggage hold of the coach yourself.

### **Conditions of Carriage**

On occasion some trips will be operated by vehicles other than those owned by us and the specification of those vehicles may therefore be different to that detailed in our brochure, on our website or commented on at any time during the booking process.

To reduce pick up times to a minimum, a feeder vehicle may be used, and passengers transferred to the main coach at another pick up location. The feeder vehicle may be a coach, minibus or car.

Your property is carried at your own risk at all times and we shall not be responsible for any property or equipment left on the coach. Any item of lost property will be held for a period of 1 month following the date of the tour in accordance with the minimum regulation laid down by the Road Traffic Act 1960 & the Public Services Vehicles (Lost Property) Regulations 1995.

It is a legal requirement that seat belts must be worn at all times in the UK and Europe. If you refuse to wear a seat belt or forget to use it, you will not be covered by our insurance and any fines incurred will have to be paid by yourselves.

For the comfort of all our passengers: -

- a) We operate a strict NO SMOKING policy on all our coaches, including the use of electronic cigarettes.
- b) The consumption of alcohol is not permitted.
- c) You may not play a radio or anything other audio device on the coach.
- d) You may not bring a pet or other animal on the coach.

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

### **Complaints**

Any complaints should be made in within 7 days of your day trip by either: -

- a) In writing to Crosskeys Coaches Limited, Caesars Way, Folkestone, Kent. CT19 4AL  
or
- b) By Email to [info@crosskeys.uk.com](mailto:info@crosskeys.uk.com)

### **Force Majeure**

We cannot accept responsibility for any disruption prior to, during or after a trip, arising out of matters of which we have no control, e.g. war, threat of war, riot, fire, flood, bad weather, industrial dispute, acts of terrorism or government action or similar events. We always allow plenty of time for the journey to a destination. In the unlikely event of a coach failing to arrive at the destination, or arriving after a show/performance start time, pre-booked time slot, or similar, we accept no responsibility for any such failure caused by accident, mechanical breakdown, bad weather, traffic or external forces outside of our control.

No travel costs will be refunded once a journey has commenced.

### **Errors & Omissions**

Every effort has been made to ensure that all details enclosed are correct at the time of print. The brochure(s) and websites are merely a guide for you to make your choice when booking. We cannot be held responsible for any errors or alterations that may occur.

### **Privacy notice**

We are committed to respecting your privacy and protecting your personal information. Our Privacy Note is available on our website.

### **Law and Jurisdiction**

These terms and conditions are governed by English law and the parties agree to submit to the exclusive jurisdiction of the courts of England and Wales.