

## General Information: T&Cs

A selection of holidays will be Fully Escorted with an experienced Tour Manager who will give some commentary & serve on-board snacks & drinks.

Our day trips and short breaks may be driver only, on these occasions, no snack or hot drinks will be serve for Health & Safety reasons. All our holidays are half board included in the price.

Our weekend & short breaks are usually bed and breakfast only, unless otherwise stated.

All hotels include bedrooms with en-suite facilities and prices are based on two sharing a double or twin room.

For your safety and comfort our coach is a non-smoking coach (including e-cigarettes and vapes).

Seatbelts must always be worn whilst on the coach.

Please advise us if you have any special requests at the time of booking or food allergies/intolerances (whilst we cannot guarantee special requests, we will try to accommodate wherever possible).

Please inform us if you have any disabilities when you book so that we can ensure your chosen holiday can meet all your requirements. All clients must be able to get up the coach steps with minimal assistance.

Our Drivers & Tour Managers are not carers, therefore any additional assistance must be provided by the client.

Drivers must obey driving hours/working hours under EU Regulations and require legal rest breaks, passengers will be asked to depart the coach at these times to comply with these rules.

You are responsible for a reasonable standard of behaviour whilst on-board our coach

### **DISABILITY AIDS (Including Walking Frames/Wheelchairs/Scooters):**

Must be notified to us at the time of booking. Mobility Scooters must be light, fold up and weigh no more than 18kgs and only one scooter per tour is allowed. There is an element of walking in all our tours, therefore some areas may not be suitable for wheelchair users or persons with severe mobility issues, see brochure or website for details.

Cancellation by us: A minimum number of passengers is needed for us to operate. Sometimes this number may not be reached. In the event of any cancellation by us you will be informed approx. 8 weeks prior to your travel date and will be offered a full refund.

Cancellation by you: In the event of you having to cancel your holiday, you should inform us immediately to avoid incurring unnecessary charges. Our holidays are arranged many months in advance, and we may incur costs. .

**Day Trips** - Cancellations 5 days or less, a £5 admin fee will be deducted

**Holidays** - more than 60 days prior to departure – Deposit Only

59-30 days prior to departure - 25% of holiday cost

21 - 29 days prior to departure - 50% of holiday cost

28 - 14 days prior – 75% of holiday cost

Less than 14 days prior to departure, 100% of holiday cost

### **EUROPEAN TOURS:**

A full UK passport with a minimum of six months validity is required. It is the customers responsibility to ensure they have the correct documentation prior to travelling

**GDPR:** We retain your name, address, telephone number and email address so we can communicate with you.

### **INSURANCE:**

Insurance Disclaimer and Cancellation: We do not offer travel insurance; however, we strongly advise all clients to obtain this on all our holidays. We will not accept any responsibility or liability due to the failure of any person to take out adequate travel insurance cover.

By making this booking with us, you are agreeing to indemnify the company against any expense, which anyone in your party may incur as a result of inadequate insurance cover with effect from the date of the booking and you fully understand and agree that there will be no claim against us Journeys Holidays Ltd.

On rare occasions, due to unforeseen circumstances, we reserve the right to provide a substitute coach, which may not have all the facilities of our tour coach