

DAY TRIPS 4 U

70-72 Aaron Road Industrial Estate, Aaron Road, Whittlesey, Peterborough, PE7 2EX.
For all your enquiries contact us on Peterborough (01733) 351694 or Fax (01733) 359438

DAY TRIPS 4 U - Holiday Information

WHERE DO I BOOK? – At DAY TRIPS 4 U, 70-72 Aaron Road Industrial Estate, Whittlesey, Peterborough, PE7 2EX, either by post or by telephone between the hours of 09:00 – 13:00 (Monday to Friday).

WHEN DO I PAY? – A deposit of £50 per person, plus insurance premium (non-returnable) is required per holiday. The balance will then be due six weeks prior to departure.

PICKING-UP POINTS AND TIMES: - When you have paid the balance due for your holiday a luggage label will be sent to you prior to your departure. It will inform you of your picking up point and time. Often, to reduce travelling time on the outward and inward journeys, a feeder coach may ferry passengers to the holiday coach.

BAGGAGE AND PERSONAL LUGGAGE: - All baggage and personal belongings are carried at owner's risk and the Company will not accept responsibility for any loss or damage, except where such loss or damage is caused by proven negligence of the Company's employees. Each passenger shall be allowed one suitcase per person.

SEAT ALLOCATION AND COACH SPECIFICATION: - Requests for particular seats may be made on most holidays when booking, but since allocations are made on a first come first served basis, early payment is advisable to confirm. When bookings are made you will be offered the best seats that are available on the coach at that time. It is possible that on occasions, for operational reasons, a coach of a different configuration may be used and we must therefore, reserve the right to alter a seating plan and allocate seats other than those you have booked, although this will be avoided as far as possible. We shall have no liability in relation to any such change of specification. Specific seats will not be allocated on coaches that operate on a feeder service between joining and main holiday coach link up.

ROOMS: - These are specified at the time of booking and a confirmation is issued showing the type of room which has been reserved, i.e. Double, Twin, Single or room for three. Many rooms with private facilities will be deemed to be effected by the provision of either bath and WC or shower and WC. Our liability for the provision of extra facilities for which a supplement is paid shall be limited to the brochure prices of that supplement. When a single room is available it may be subject to a supplementary charge and this will be shown on the brochure page. Some steps may occur in different areas of hotels.

SPECIAL REQUESTS: - If you have any special requests they should be notified on the booking form at the time of booking and we will endeavour to carry them forward. We regret that such requests cannot be guaranteed. Requests for specific rooms, positions of rooms or particular private facilities remain requests and cannot be guaranteed, nor shall we accept any liability for any failure to provide a special request. Request made direct to hotels will not be considered.

ENTERTAINMENT: - Some hotels arrange additional entertainment which could include music, dancing, film shows, bingo etc. Entertainment offered by hotels is indicated in the hotel description. The nature and frequency of the entertainment presented is at the discretion of the hotel, therefore, not guaranteed and may be withdrawn if there is a lack of demand or insufficient numbers in the hotel.

LUNCHEES AND EXCURSIONS: - As lunches are not provided on a day excursion from a resort any client(s) deciding not to travel on advertised excursions will not be eligible for any refund and any meal requested at the resort must be arranged with the management of the hotel at their own expense.

ITINERIES: - Tours may be altered at the Company's discretion.

PASSPORTS: - Continental day trips and holidays require a full 10 year British passport. We cannot accept any responsibility for passengers not in possession of correct travel documents.

SMOKING / FOOD: - All coaches are non-smoking vehicles. No hot / greasy food is allowed on our coaches. Sandwiches / Drinks are allowed providing rubbish is cleared at the discretion of the driver.

HOLIDAY INSURANCE: - For your protection and peace of mind for a small fee we are able to arrange your holiday insurance cover. It is a condition of the contract that you are covered either by our insurance or an alternative equivalent scheme. E111 forms are issued by most Post Offices.

CANCELLATION: - In the unfortunate event of having to cancel a holiday, to cover administrative costs we will retain your deposit and in addition apply cancellation charges up to the maximum amounts shown below.

HOLIDAY CANCELLATION	CANCELLATION CHARGE TO YOU
Prior to 42 days before departure	Deposit only
28 – 42 days before departure	30% of Holiday cost
14 – 27 days before departure	45% of Holiday cost
7 – 13 days before departure	60% of Holiday cost
0 – 6 days before departure	100% of Holiday cost

Cancellation must be notified, in writing by recorded delivery, to our offices at Whittlesey. However, by protecting yourself with insurance cover, depending upon the reason for cancellation you may be able to claim from your insurance company.

RESPONSIBILITIES: - DAY TRIPS 4 U cannot be responsible for any delay or expense arising from (1) Incomplete travel documentation (passport, Visa, Etc; (2) Failure to join tour; (3) Failure to comply with timings given by DAY TRIPS 4 U staff; (4) Lack of medical preparedness.

BROCHURE ACCURACY: - All descriptions of hotel, resorts, etc are printed in good faith and believed to be correct. However, mistakes do arise and we cannot be held responsible for any discrepancies. We reserve the right to cancel a booking or tour – all monies paid being returned to passengers, whereupon DAY TRIPS 4 U shall be exempt from further liability.

All prices are based on current rates of VAT and government taxes as at 1st January 2009. If increased, our prices may be subject to amendment.

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DAY TRIPS 4 U – FAIR TRADING AGREEMENT.

Our Fair Trading Agreement & Holiday Information sets out clearly the responsibilities which we at **DAY TRIPS 4 U**, have to you and which you in turn have to us when a Contract is made between us. The Contract is made when you make a booking and we accept it by written confirmation on the terms set out in this brochure. When signing the Booking Form for your holiday you will sign on behalf of yourself and the others named in your party that you have read, understood and accepted this Fair Trading Agreement and the Holiday Information provided in this brochure. Your obligation is to pay the price of the holiday and recognize your liabilities if you wish to alter the holiday or have to make a cancellation. On our part we have obligations to provide you with the holiday you have booked. Our specification of the holiday and our terms are clearly stated in this brochure.

In accordance with "The Package Travel, Holiday and Package Tours Regulations 1992", all passengers booking with DAY TRIPS 4 U are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of **DAY TRIPS 4 U**. This Fair Trading Agreement applies to all holidays sold from this brochure.

YOUR CONTRACT WITH DAY TRIPS 4 U.

1. **You pay a deposit.** When you make a booking you must complete a booking form accepting on behalf of all your party the terms of this Fair Trading Agreement, and pay £50.00 per person per holiday, non refundable (if you cancel) plus insurance premium.
2. **You pay the balance.** The balance of the fare must be paid to our office in Whittlesey at least 6 weeks before the holiday departure date. If you book within the applicable balance due period (6 weeks) you must pay the full holiday cost at the time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit and apply cancellation charges set out in paragraph 2 'If You Cancel Your Holiday'.
3. **If you change your booking.** If, after confirmation has been issued, you wish to change to another of our 2009 holidays we will do our utmost to make the changes, provided that written notification is received at our offices from the person who signed the Booking Form no later than the date on which the balance of the original holiday cost was due for payment. Any alteration made by you later than the date of which the original balance was due will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below.
4. **If you cancel your holiday.** You, or any members of your party, may cancel your holiday at any time provided that the cancellation is made by the person signing the booking form and is communicated to us in writing via the office at Whittlesey. As this incurs administrative costs, we will retain your deposit, and in addition, apply cancellation charges up to the maximum shown below: -

Period before departure within a written cancellation is received.	Amount of cancellation charge shown as % of holiday price.
Prior to 42 days before departure	Deposit only
28 – 42 days before departure	30% of Holiday cost
14 – 27 days before departure	45% of Holiday cost
7 – 13 days before departure	60% of Holiday cost
0 – 6 days before departure	100% of Holiday cost

If the reason for cancellation is covered under the terms of an insurance policy, you may be able to reclaim these charges.

5. **If you have a complaint.** If you have a complaint during your holiday, please inform our driver/courier who will do his utmost to resolve the problem immediately. If the matter cannot be put right on the spot, you must notify us by writing to our office at Whittlesey, quoting your booking reference number, holiday number and departure date, within 28 days from your return. Failure to establish your complaint immediately in accordance with the above procedure may affect the outcome if it.
6. **Statutory Authorities.** This brochure is issued subject to applicable Acts of Parliament and Government Regulations and the company reserves the right to modify itineraries to conform to requests from the competent authorities in the United Kingdom and any other sovereign state through which the tours run.
7. **Conditions of Carriage.** When you travel on an aircraft, train or ship, the conditions of carriage of that carrier apply and are subject to National and International conditions which may limit or exclude liability. Your contract made under the terms of this Fair Trading Agreement is subject to English (Scottish) law and jurisdictions. The Public Services Vehicles (Conduct of Drivers, Conductors and passengers) Regulations as amended 1990, apply to all coaches throughout any holiday in the UK.
8. **Other Terms.** On a holiday you may not:-
 - a) Bring any animal (other than Guide Dogs by prior arrangement).
 - b) Play a radio or cassette player on the coach that will distract others
 - c) Smoke at any time
 - d) Consume food or drink without the permission of the driver (providing offence is not caused to other passengers)

DAY TRIPS 4 U reserves the right to refuse a booking or terminate a clients holiday in the event of unreasonable conduct which, in DAY TRIPS 4 U opinion, is likely to cause damage, distress, danger or annoyance to other clients, employees, property or to any third party. If you are prevented from travelling or continuing your holiday by such a termination DAY TRIPS 4 U responsibility for your holiday thereupon ceases. Cancellation charges will apply and DAY TRIPS 4 U will be under no obligation for any refund, compensation or loss which may incur. You are responsible for ensuring that you are in the correct departure point at the correct time, and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point. Excursions are included in the price of most holidays and refunds cannot be made for passengers not wishing to go on these excursions. Admission fees to building, grounds etc, are not included in the price of the holiday unless otherwise stated in the brochure.

9. **Holiday Insurance.** It is a condition of your contract with DAY TRIPS 4 U that you take out insurance to cover you in the event of illness, personal injury or death during the course of your holiday or day trip. We recommend for any trips abroad (Including day trips) you obtain an E111, issued by most Post Offices.
10. **Passport.** For all continental day trips / tours you will require a full 10 year British Passport. If you have any doubts about your status as a resident British subject or you do not hold a full British Passport, you must check with the Embassy or Consulate of the countries to be visited to confirm the passport or visa requirements needed in your particular circumstances. We cannot accept any responsibility if passengers are not in possession of the correct travel documents.
11. **Health.** Under normal circumstances most Western European Countries do not require visitors to be vaccinated. However, we will indicate any known vaccination or other health requirements where possible for each country to be visited. If you are not sure of the health requirements of the country you are visiting, you are advised to check with your own doctor before travelling.
12. **Disabled People.** We welcome and accept bookings from handicapped people, provided they travel with someone to help them with their disability. However, any disability must be entered on the booking form. We stress that we cannot guarantee any requests that are made, but normally find that hotels respond favourably in such circumstances. If we are not informed we cannot be held responsible for any inconvenience incurred by the client and this will include our refusal to take you on holiday or to compensate your holiday arrangements. Please note 100% cancellation charges would apply in these circumstances.

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BOOKING FORM

(BLOCK CAPITALS PLEASE)

HOLIDAY DESTINATION			DATE OF HOLIDAY FROM: TO:	
Mr /Mrs Ms / Miss	INITIALS	SURNAME	ADDRESS	TEL No.

Accommodation Requirements:Single / Twin / Double / Private Facilities

Special Requests: Any Disability:

(Every effort will be made to satisfy but not guaranteed)

Please book: Adults Children on the above holiday

I / We enclose £Representing deposit(s) of **£50:00** per person (Non Refundable)

£ **Insurance**

£ **Enclosed**

Insurance Premiums:		
	UK (£)	Europe (£)
2 Days	7.51	12.78
3 Days	10.52	17.37
4 Days	12.78	21.03
5 Days	15.02	21.79
6 Days	16.53	24.04
7 Days	17.29	25.54
8 Days	17.29	26.30

<p>Holiday Insurance: We will automatically insure you on receipt of this booking form, together with the appropriate deposit unless you give details here of your alternative cover:</p> <p style="text-align: center;">.....</p>

I have read and accepted for myself and on the behalf of all other named persons, the contract as printed in the current Day Trips 4 U brochure.

Signature: **Name Printed:** **Date:**.....