

EDDIE BROWN TOURS DAY EXCURSION BOOKING CONDITIONS

EXCURSIONS

NORMAL CONDITIONS OF CARRIAGE APPLY

TICKETS – Must be produced when boarding the coach and handed to the driver, please keep them safe!

CANCELLATIONS

- (A) **BY THE COMPANY** – should circumstances arise where we are forced to cancel any excursion (e.g. minimum number not reached), all monies paid by passengers for that particular excursion will be refunded, and following that the company will be exempt from liability. In circumstances beyond the company's control e.g. event cancellation by a third party, adverse weather or advice from a third party not to travel to the event/venue, no refunds can be made. Refunds will only be given if the third party makes a full refund to our company, subject to an administration fee. Depending on individual circumstances, eddie brown tours will offer a credit for the coach fare only, subject to an administration fee (plus third party refund if applicable).
- (B) **BY THE CLIENT** – Once an excursion has been paid for and the ticket issued we will not be making any cash refunds – except at the company's discretion. We will, however, issue a credit note for half of the fare value of the excursion providing you give the office (during office hours) more than 24 hours notice of your intention not to travel, or if you wish to transfer to another excursion on sale (subject to availability) where an administration charge to cover any costs and cancellation charges will be applicable providing you give the office (during office hours) more than 24 hours notice of your intention not to travel. Out of office hours cancellations must be confirmed by our Travel Centre staff before bookings are cancelled.

SEATS – Seats on the coach are allocated on a first come, first booked basis, therefore early booking is advisable. You will keep the same seat throughout the day. For operational reasons (especially on longer excursions e.g. London/Edinburgh or joint departures) you may have to change coaches during your journey – your seat allocation may change in certain irregular circumstances although this will be avoided as far as possible. As we have coaches with different seating arrangements and smaller vehicles for feeder services, we reserve the right to allocate seats other than those you have booked, although this will be avoided as far as possible.

CHILD FARES – Child prices in this brochure apply to children between 5 and 14 inclusive, unless otherwise stated. Children aged 4 and under travel fare free (1 child per 1 paying adult) but must be booked onto a seat and all admissions must be paid for when booking in the usual way.

SENIOR FARES – Senior Fares are available on selected tours where we are given a reduction in entry charges by the venue. Please enquire for details when booking.

NATIONAL TRUST DISCOUNTS – Please remember to mention you are a member when making your reservations on the applicable excursions. You will need to take your membership card to show on entry to the National Trust venue. Failure to produce your card will result in the standard admission charge being made.

IMPORTANT NOTICE – Drivers will only wait for 5 minutes on outward journeys and 10 minutes on return journeys, after the given departure times, we will not be held responsible for any expense incurred by any person missing a pick up.

MEETING FRIENDS – We always try to drop off passengers in the best or most central place, but local restrictions sometimes prevent this. Therefore, we strongly advise when you are meeting friends that you suggest a suitable well known landmark where people can shelter in inclement weather as any timings given are only approximate. Any drop off points advised cannot always be adhered to and are only given as an approximate point unless stipulated otherwise.

RETURN TIMES – Most excursions will depart on the homeward journey at 17.00hrs unless otherwise stated. Return times advised are only a guideline. We cannot be held responsible for any change which occurs on the day, or be held liable for any expenses incurred by passengers due to the late arrival home of the excursion.

RETURN ROUTES – The order of drop offs will not necessarily be the reverse of the pick up points. This is left to the driver's discretion.

PLEASE NOTE THAT ALL OUR COACHES ARE NON SMOKING.

DISCLAIMER

ALL EVENTS ADVERTISED IN THE EXCURSION LEAFLET ARE CORRECT AT THE TIME OF GOING TO PRINT. WE ENDEAVOUR TO OVERSEE ALL ARE CORRECT BUT CANNOT BE HELD RESPONSIBLE FOR ANY CHANGES OR CANCELLATIONS OF EVENTS BY THE ORGANISERS. TIMES OF ARRIVALS AND LENGTHS OF STAY AT SPECIFIC PLACES, ROUTES AND ITINERARIES CANNOT BE GUARANTEED, HOWEVER WE DO ENDEAVOUR TO MEET JOURNEY TIMES, BUT CANNOT ACCEPT RESPONSIBILITY FOR DELAYS WHICH ARE BEYOND OUR CONTROL.

For all queries, please contact our Travel Centre on
01423 321246.