

Booking Conditions

25/4/18 - 31/12/18

1. Our interest is to ensure that everything works smoothly and that you enjoy your holiday from start to finish, Perry's Coaches undertake to use due care in arranging your holiday. However in common with other travel companies we do not exercise direct control over the day to day running of hotels, ferries etc and other services relating to your holiday and are therefore unable to accept liability for any acts, omissions, or irregularities caused by those involved in your holiday arrangements over whom we do not have direct control.
2. We must decline responsibility for any losses or injury arising from revolutions, riots, floods, weather condition, strikes or similar causes at any time.
3. Any claim which might arise due to the facilities not being provided as described will be dealt with sympathetically, in the event the claim to arbitration.
4. The balance of your holiday costs must be paid not later than 6 weeks before the holiday departure date, if the balance is not paid within this time we reserve the right to cancel your holiday and retain your deposit.
5. You are responsible for ensuring that you are at 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.
6. In certain circumstances we may have to cancel your holiday, and if this should occur we will return all the money you have paid us, or offer you a suitable alternative.
7. In the rare event we have to make a major change in your holiday you will be notified as soon as possible and given the right to a full refund on all the monies you have paid us. In the event of minor changes we will notify you whenever we feel necessary.
8. Health – Vaccinations are not normally required in any of the tours in this brochure, passengers are advised to seek advice from their own GP regarding individual health requirements.
9. There may be surcharges due to taxes or fees chargeable for certain services which form part of this package. The charges will be within the perimeters of the EC Directive on tour package and bonding.
10. Payment must be made by cheque/cash/debit card.
11. Holiday travel insurance – it is a condition of booking that you are adequately insured for any of our holidays. Prior to departure we will request that you provide us details of your insurers, your policy number and the emergency contact number stated on your policy.

From 1<sup>st</sup> January 2010, the sale of travel insurance connected to holiday or related travel will be regulated by the Financial Services Authority. As we do not hold the necessary authorisation, we are no longer able to offer or advise on travel insurance related matters after this date. Please find attached/enclosed a leaflet from our preferred insurance brokers which will give you information on how to purchase travel insurance from them. Towergate Chapman Stevens are travel insurance specialists in the coaching industry.

12. Cancellation Charges – In the event of cancellation the person signing for the holiday is responsible for any expenses incurred. If you or any of you party cancel your holiday at any time, we will retain your deposit and in addition apply the cancellation charges set out below:-

- More than 42 days before departure date deposit only
- 28 to 42 days before departure date 30% of holiday cost
- 14 to 27 days before departure date 45% of holiday cost
- 7 to 13 days before departure date 60% of holiday cost
- 0 to 6 days before departure date 100% of holiday cost

You may be able to reclaim these charges if the reason for cancellation is covered under the terms of the holiday insurance you have taken out.

13. If you have a complaint during your holiday, please inform our driver/courier immediately. If the matter cannot be put right, you must notify us in writing within 28 days of the completion of your holiday.

14. All routes and excursions as shown on each itinerary are subject to availability, road and weather conditions. We reserve the right to change or cancel at any time.