

## Day Trip Terms & Conditions

1. Plimbley Travel LTD reserve the right to cancel any day trip due to the lack of demand, up to twenty-four (24) hours prior to travel.
2. Plimbley Travel LTD may find it necessary to amend pick-up times, itineraries or prices published on the website, leaflet or in the brochure. Our pick-up times are confirmed within 3-5 days of your travel date. Please be ready to receive a call to notify you of this time change, or for your time to be confirmed. Please contact us to confirm that you have received this update if we have to leave a voice message.
3. Plimbley Travel LTD will not be held responsible or liable for any loss, damage or injury, delay or inconvenience caused to passengers or their belongings through a third party. Passengers are advised to ensure they have adequate insurance protection to cover all eventualities.
4. Plimbley Travel LTD cannot be held responsible for any changes in the personnel, performance or seating arrangements of any production or event. Seat numbers can be requested at the point of booking, however, under no circumstances, can this be guaranteed.
5. Seatbelts must be worn at all times.
6. Plimbley Travel LTD reserves the right to substitute a normal touring coach with a smaller vehicle if passenger numbers are low. In these situations, pick up times and seat allocations may change.
7. Plimbley Travel LTD cannot be held responsible for the failure of auxiliary equipment fitted to vehicles. For instance, DVD player, drinks machine, air conditioning etc.
8. Passengers are required to occupy their allocated seats on all parts of their journey.
9. Plimbley Travel LTD cannot be held responsible for any items left on the vehicle, hotel or any excursion, event or place of admission.
10. No smoking is permitted on board the coaches. This includes e-cigarettes and disposable vapes.
11. Plimbley Travel LTD may find it necessary to change vehicles for operational purposes. This may result in alteration to seat numbers and coach layout.
12. Plimbley Travel LTD may find it necessary to implement a fuel surcharge per person on prices published on our website, leaflet and brochure.
13. Should the need arise, Plimbley Travel LTD may use the services of a third-party operator.
14. Plimbley Travel LTD emphasise that each passenger is responsible for ensuring that they are at the correct departure point, at the correct time. We cannot be held liable for any loss or expense suffered by passengers because of their late arrival. Passengers also need to be at the correct collection point, at the correct time ready for their return journey. We cannot be held liable for any passenger missing the return journey, resulting in loss or expense.
15. Plimbley Travel LTD encourage all passengers travelling, to provide an up to date, current mobile number on booking. Our drivers will only get in contact on this number for the following reasons:
  - To allow the driver to contact you if you have not arrived at your pick-up point at the scheduled time.
  - To give passengers an update if necessary.
  - To allow the driver to make contact if you have not arrived back at the coach at your allotted time slot. Our drivers will only call you if you are late to your collection point.

**Please contact us on 01922 401338 if you require this in large print.**

16. During all travel in the UK, the Public Service Vehicle regulations apply. When travelling outside of the UK, all regulations for that country shall apply.
17. It is the responsibility of the passengers to ensure that they have all of the relevant documentation, including valid photo ID or a full passport where appropriate.
18. Plimbley Travel LTD cannot be held responsible for the repatriation of any passenger(s) due to lateness at any pick-up point.
19. Motorised Scooters or electric wheelchairs will not be permitted on board our coaches due to health, safety & insurance purposes, also due to weight and size. Wheelchairs, walking aids, shopping trolleys and rollators are always welcome, however, our booking staff need to be made aware at the point of booking so any reasonable adjustments can be made. The owners are responsible for the loading and unloading of these items at all times (not our driver). Plimbley Travel LTD will not be held responsible for any damage or loss caused to any of these items.
20. Plimbley Travel LTD reserves the right to refuse anyone that it deems to be a nuisance or danger to its employees or passengers. We may ask the police to assist in requiring a person to alight and may even prosecute such offenders. No compensation or refund will be made to such offenders.
21. Food and drinks (with the exception of bottled water) are not to be consumed on vehicles hired by Plimbley Travel LTD, unless provided by your coach driver. If any damages occur due to this, a fee may be charged to cover cleaning costs.
22. Some vehicles are fitted with CCTV for the safety and comfort of our passengers. The recording and monitoring of both pictures and sound is conducted for the purpose of public health and safety, crime prevention, detection and prosecution of offenders, compliance with Plimbley Travel LTD internal standards and procedures, and in accordance with the Data Protection Act 1998.
23. We will refuse a booking or terminate a passenger travel in the event of unreasonable conduct. Any damage sustained to the vehicle as a result of unreasonable conduct will result in additional charges to cover rectification and vehicle substitution if necessary. If the vehicle has been soiled to an unreasonable degree, then a fixed fee of £100.00 will be made to cover cleaning costs.

### **BLACKPOOL TRIPS**

Throughout September, October, November & December, we arrange regular day trips to Blackpool for the Illuminations. Please be aware that our driver will not be able to drive the length of the Illuminations due to the volume of traffic in the area. Coach drivers have to abide by strict rules meaning that they are only allowed to drive for a set number of hours. The onus is on each individual passenger to make arrangements to view the lights while in Blackpool. It is advised that the best way to view the lights is on foot.

### **CANCELLATION POLICY**

- a) If a cancellation is made by Plimbley Travel LTD, a full refund of monies paid by the customer will be offered.
- b) If a cancellation is made by the customer within 7 days or less of travel, no refund or transfer can be made.
- c) If a cancellation is made by the customer more than 7 days prior to the date of travel, then the customer can immediately transfer to another trip or have a refund, minus the cost of any entrance tickets that may have been purchased.

**Please contact us on 01922 401338 if you require this in large print.**