



## **Plimbley Travel Ltd Day Trip Terms and Conditions**

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

### **1. Cancellation by Plimbley Travel Ltd**

Plimbley Travel Ltd reserves the right to cancel any day trip due to lack of demand up to twenty-four (24) hours prior to travel. In the event of a cancellation by us, customers will be offered a full refund or the option to transfer to an alternative trip.

### **2. Amendments to Itineraries, Pick-Up Times, and Pricing**

We may find it necessary to amend pick-up times, itineraries, or prices as published on our website, leaflets, or brochures. Pick-up times are confirmed 3-5 days before your travel date. Please ensure you are available to receive a call for this update. If a voice message is left, please contact us to confirm that you have received this update.

### **3. Third-Party Liability**

Plimbley Travel Ltd will not be held responsible or liable for any loss, damage, 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. Event and Production Changes**

We cannot be held responsible for changes in personnel, performance, or seating arrangements of any production or event. While seat numbers may be requested at the point of booking, we cannot guarantee specific seating.

### **5. Seatbelt Use**

Seatbelts must be worn at all times during travel, in compliance with UK regulations.

### **6. Substitution of Vehicles**

Plimbley Travel Ltd reserves the right to substitute a normal touring coach with a smaller vehicle if passenger numbers are low. In these cases, pick-up times and seat allocations may change.

## **7. Auxiliary Equipment Failure**

We cannot be held responsible for the failure of auxiliary equipment fitted to vehicles, such as DVD players, drinks machines, or air conditioning units.

## **8. Seat Allocation**

Passengers are required to occupy their allocated seats on all parts of their journey. Failure to do so may result in the reassignment of seating without compensation.

## **9. Responsibility for Personal Belongings**

We cannot be held responsible for any items left on the vehicle, in hotels, or at any excursion, event, or place of admission. Passengers should ensure they have all personal belongings before disembarking.

## **10. Smoking and Vaping Policy**

Smoking, including e-cigarettes and disposable vapes, is strictly prohibited on board all coaches.

## **11. Operational Vehicle Changes**

We may find it necessary to change vehicles for operational purposes. This may result in alterations to seat numbers and coach layout.

## **12. Fuel Surcharges**

Plimbley Travel Ltd reserves the right to implement a fuel surcharge per person on prices published on our website, leaflets, and brochures. Customers will be notified of any such surcharge prior to travel.

## **13. Third-Party Operators**

Should the need arise, Plimbley Travel Ltd may use the services of a third-party operator. We will ensure that all third-party operators comply with our standards of service and safety.

## **14. Passenger Responsibilities for Departure and Return**

It is the responsibility of passengers to ensure they are at the correct departure point at the correct time. We cannot be held liable for any loss or expense suffered due to late arrival. Similarly, passengers must be at the correct collection point at the correct time for their return journey. We cannot be held liable for passengers missing the return journey.

## **15. Communication with Passengers**

We encourage all passengers to provide an up-to-date mobile number when booking.

Our drivers will only use this number to:

- Contact you if you have not arrived at your pick-up point at the scheduled time.
- Provide updates if necessary.
- Contact you if you have not arrived back at the coach at your allotted time slot.

## **16. Compliance with Regulations**

During all travel within the UK, Public Service Vehicle regulations apply. When travelling outside the UK, all relevant regulations of the destination country shall apply.

## **17. Documentation Requirements**

It is the responsibility of passengers to ensure they have all relevant documentation, including valid photo ID or a full passport where appropriate.

## **18. Repatriation Responsibility**

Plimbley Travel Ltd cannot be held responsible for the repatriation of any passengers due to lateness at any pick-up point.

## **19. Restrictions on Motorised Mobility Devices**

Motorised scooters or electric wheelchairs are not permitted on board our coaches for health, safety, and insurance reasons, as well as due to weight and size constraints. Wheelchairs, walking aids, shopping trolleys, and rollators are welcome; however, our booking staff must be informed at the time of booking so that any reasonable adjustments can be made. Passengers are responsible for loading and unloading these items, and we cannot be held responsible for any damage or loss.

## **20. Refusal of Travel**

We reserve the right to refuse travel to any person deemed to be a nuisance or danger to our employees or passengers. In such cases, the police may be called to assist, and the individual may be prosecuted. No compensation or refund will be provided.

## **21. Food and Drink Restrictions**

Food and drinks (with the exception of bottled water) are not to be consumed on vehicles hired by Plimbley Travel Ltd unless provided by the coach driver. Any damages caused by the consumption of food or drink may result in a fee being charged to cover cleaning costs.

## **22. CCTV Usage**

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. Conduct and Damage**

We reserve the right to refuse bookings or terminate passenger travel in the event of unreasonable conduct. Any damage to the vehicle as a result of unreasonable conduct will incur additional charges for rectification and vehicle substitution if necessary. A fixed fee of £100.00 will be charged for excessive cleaning due to soiling of the vehicle.

## **24. Use of Onboard WiFi and Streaming Services**

### **a) WiFi Access**

*Service Availability:* Plimbley Travel Ltd may provide WiFi access on select coaches for the convenience of passengers. However, availability is not guaranteed, and the service may be subject to limitations such as bandwidth, coverage, and network performance.

*Usage Restrictions:* Passengers are required to use the onboard WiFi in a responsible and lawful manner. The WiFi must not be used for illegal activities, including but not limited to, downloading or sharing copyrighted materials without permission, accessing inappropriate or harmful content, or engaging in any form of cyberbullying or harassment.

*Data Security:* Passengers should be aware that the WiFi network is a public service, and as such, Plimbley Travel Ltd cannot guarantee the security of data transmitted over the network. Passengers are advised to avoid accessing sensitive information or conducting financial transactions while connected to the onboard WiFi.

### **b) Streaming Services**

*Content Availability:* Plimbley Travel Ltd may offer access to streaming services (e.g., movies, TV shows) on select coaches. Content availability may vary and is subject to licensing agreements, network performance, and service provider policies.

*Appropriate Use:* Passengers must ensure that any streaming content viewed is appropriate for all audiences on the coach. Offensive or explicit material should not be streamed. Plimbley Travel Ltd reserves the right to restrict access to certain content or services.

*Personal Devices:* Passengers are responsible for the security and functionality of their own devices when accessing WiFi or streaming services. Plimbley Travel Ltd will not be held liable for any damage to personal devices, data loss, or security breaches that may occur while using onboard services.

#### c) Liability and Disclaimer

*No Guarantee of Service:* Plimbley Travel Ltd does not guarantee the availability, speed, or quality of onboard WiFi or streaming services. These services are provided "as is" and "as available," without any warranties of any kind.

*Limitation of Liability:* Plimbley Travel Ltd will not be held liable for any direct, indirect, incidental, or consequential damages arising from the use or inability to use the onboard WiFi or streaming services. This includes, but is not limited to, data loss, device damage, or unauthorised access to personal information.

*Service Disruption:* Plimbley Travel Ltd reserves the right to limit or discontinue onboard WiFi or streaming services at any time, without notice, for operational, security, or legal reasons.

#### d) Compliance with Laws and Policies

*Legal Compliance:* Passengers must comply with all applicable laws and regulations when using onboard WiFi and streaming services. Any misuse of these services may result in access being revoked and further action being taken, including reporting to law enforcement authorities if necessary.

*Acceptable Use Policy:* By using the onboard WiFi or streaming services, passengers agree to adhere to Plimbley Travel Ltd's acceptable use policy, which prohibits any form of abusive, illegal, or inappropriate behaviour.

### **25. Cancellation Policy and Administrative Fees**

#### a) Cancellation by Plimbley Travel Ltd:

If we cancel a trip, a full refund of monies paid by the customer will be offered.

b) Cancellation by Customer:

Within 7 Days of Travel: If a cancellation is made by the customer within 7 days or less of travel, no refund or transfer can be made.

More than 7 Days Before Travel: If a cancellation is made by the customer more than 7 days prior to the date of travel, the customer may transfer to another trip or receive a refund, minus the cost of any entrance tickets that may have been purchased. Additionally, an administrative fee of £10.00 will be deducted from the refund to cover the costs incurred by Plimbley Travel Ltd in processing the booking and subsequent cancellation.

c) Legal Compliance of Administrative Fees:

The administrative fee is charged to cover reasonable costs associated with processing the original booking and refund. Under UK law, such fees are permissible as long as they are clearly communicated to the customer at the time of booking and are proportionate to the costs incurred by the business. The £10.00 fee has been set to reflect these costs and is intended to be fair and reasonable.

## **26. Vehicle Delays and Breakdowns:**

a) Plimbley Travel Ltd endeavours to provide a timely and reliable service. However, in the event of a vehicle delay or breakdown, we cannot be held responsible for any loss, damage, or inconvenience caused to passengers as a result. This includes, but is not limited to, missed connections, appointments, or other travel arrangements.

b) Passengers are advised to ensure they have adequate travel insurance that covers delays and disruptions to their travel plans.

c) In the event of a breakdown, Plimbley Travel Ltd will make all reasonable efforts to arrange for a replacement vehicle or alternative transportation. However, no compensation will be provided for delays, cancellations, or any consequential losses.

## **27. Additional Terms for Blackpool Trips**

Throughout September, October, November, and December, we arrange regular day trips to Blackpool for the Illuminations. Please note that our driver will not be able to drive the full length of the Illuminations due to traffic volume. Passengers should make their own arrangements to view the lights while in Blackpool, as the best way to experience them is on foot.

Contact Information: For any questions or clarifications regarding these terms and conditions, please contact Plimbley Travel Ltd at:

Plimbley Travel Ltd

242 High Street, Bloxwich, Walsall, West Midlands, WS3 3LQ

Phone: 01922 401338

Email: [info@plimbleytravel.co.uk](mailto:info@plimbleytravel.co.uk)

Website: [www.plimbleytravel.co.uk](http://www.plimbleytravel.co.uk)