

PAUL S. WINSON COACHES

TERMS & CONDITIONS FOR OUR DAY EXCURSIONS

'The Company' – Paul S. Winson Coaches Limited

'You' – The lead passenger or a member of that party

Making your Booking

You may book a day trip/excursion/concert or event by telephone, on our website or by visiting our office. Full payment is required at the time of booking. Your booking will be confirmed by the issue of a Confirmation showing your joining point, time and allocated seat number(s).

WE ACCEPT BACS, DEBIT and CREDIT CARD PAYMENTS (not American Express)

Bank Details: Account No. 10973726 - Sort Code: 20-63-25

Postage charges are now applicable for postal copies.

Changing your booking

If, after your confirmation has been issued, you wish to change any named parties on the booking, you may do so free of charge. Any changes you may need to make to your pick-up point(s), must be advised within 7 days of departure. Alternative pick-up point(s) for any parties on the booking are not guaranteed. If we are unable to change the pick-up point, the Confirmation issued at the time of booking will still stand.

Payment

The person making a booking does so on behalf of all persons named on it, and he/she will become directly responsible to The Company for the payment of the total price and if applicable, for the cancellation charges and disbursements of any funds.

All refunds are dealt with at our Head Office, at Royal Way, Loughborough, LE11 5XR or by phone on 01509 230499

Cancellation

The Company accepts no liability for any loss incurred if the day trip does not go ahead due to inclement weather, unforeseen circumstances beyond its control, including, without limitation, acts of God, military operation, terrorism, a pandemic or if the trip departs but fails to arrive at the destination.

Force Majeure

Except where otherwise expressly stated in these booking conditions, The Company will not be liable or pay you compensation where the performance of our contractual obligations is prevented or affected (for example but not limited to delay, cancellations, change of itinerary, change of transport) by "Force Majeure".

Force Majeure means an event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid and is therefore an event beyond our or the supplier's reasonable control.

These events include but are not limited to strikes, riots, political/civil unrest, government acts, hostilities, war, threat of war, terrorist activity or threat of terrorist activity, industrial disputes, natural or nuclear disaster, fire, flood, tornadoes, hurricanes, transportation and mechanical problems, airport closures, and severe weather conditions.

In the unlikely event that the performance of our contractual obligations is prevented or affected due to Force Majeure after departure, we regret we will be unable to make any refunds (unless we obtain any from our suppliers).

If The Company cancels or amends your booking

The Company reserves the right to cancel any day excursion with insufficient numbers and we will give at least five working day notice of cancellation. In this event we will return all monies paid by you to The Company. Arrangements for our excursions are made many months in advance, and sometimes, minor amendments such as departure times or pickup points are unavoidable, and we reserve the right to amend details when required. You would be informed if any changes were made to your reservation. The Company will be exempt from any further liability.

If you cancel your booking with The Company

A Day Excursion booking cancelled before seven days of departure will be given a full refund less 50% administration charge, in addition to any entrance/theatre tickets and meals which have been already paid for by The Company.

No refunds will be given to anyone cancelling an excursion booking within seven days of departure.

Prices for admissions are correct at the time of going to print but may increase or decrease later. We reserve the right to increase or decrease prices to correct third party amendments. Programme of events are down to the organisers and can be subject to less minute alterations without notification.

Coach Seating

Coach seats are normally allocated at the time of booking and subject to availability at the time. However, seat locations cannot be guaranteed. Occasionally it may prove necessary to reallocate seating due to circumstances beyond our control (for example change of original coach). We reserve the right to change coach size according to numbers, to avoid, where possible, cancelling the tour. Please note when a 57-seater coach is used, the back seats will be 53, 54, 55, 56 and 57. Toilets are not guaranteed on all day excursions.

Children

For destination only trips, children are classed as up to and including 16 years of age. Due to insurance purposes all passengers are classed as fare paying and require a seat allocation, whatever age. Reduced/Free entry maybe available into venues for children/carers – subject to their terms and conditions.

Missed Departure

Your confirmation clearly shows the departure point and time, if a time is not specified then we will contact you prior to the date of departure and advise you by telephone. You are responsible for ensuring you are at the correct departure point, at least 5 minutes before the departure time. The Company cannot be liable for any loss or expense incurred by you due to late arrival at any departure point. Drivers have a passengers list of clients joining at each pick up point, and in the event of clients not being at the arranged point they will endeavour to trace them. The coach will wait for a reasonable time. If you are delayed or not able to join the coach, early notification will avoid unnecessary delay and inconvenience to other passengers.

Delays/Missed Show/Events etc

The Company arranges departure times to give reasonable allowance for delays which may be incurred enroute to venues. In the event of delays beyond The Company's control (road traffic conditions/accidents etc), liability is restricted to returning you to your point of departure.

Right of Admission

The right of admission to any event is reserved to the promoter. The Company will not accept any liability or offer any refund or compensation in the event that you are refused entry to a venue by nature of your behaviour or demeanour (eg: being drunk or under the influence of alcohol, being, or appearing to be, under the age limit for admission, acting in such a manner that you are refused entry). You must be prepared to be subjected to a security search of your person and belongings.

Cancelled Event/Show

In the event of a show/event being cancelled twelve hours or more before commencement of the performance, The Company will make every endeavour to contact you to inform you of the cancellation.

The Company will endeavour to obtain a transfer to a rescheduled date or give a refund in full.

Journey times, pick up and return schedules

Although you will be provided with anticipated details at the time of booking, these cannot be guaranteed and may change due to circumstances beyond our control.

Special Requests

If you have a special request, we will do our best to help, but The Company cannot guarantee that it will be fulfilled. Please inform The Company of your request before you make your booking.

Passenger Behaviour

The Company reserves the unconditional right to refuse a booking or terminate your booking in the event of unreasonable conduct which, in The Company's 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 Day Excursion by such a termination, The Company's responsibility to you thereupon ceases. Full cancellation charges will apply, and we will be under no obligation to issue a refund or compensate you for any loss which you may incur.

Travelling on our Coaches

Consumption of alcohol is NOT permitted and by law, we operate a strict no smoking policy on our coaches, including the use of electronic cigarettes. Please be considerate of other passengers when using a mobile telephone or other portable electronic device(s).

Passengers with Disabilities

Should you or a member of your party have any medical conditions/disability, please advise The Company prior to making a booking. We can advise you as to the suitability of an excursion/day trip/show or event. If a passenger requires assistance, then you must travel with an able-bodied carer or friend. The Company will make every effort to accommodate you. Please contact The Company with to check our policy on wheelchairs and mobility scooters.

Liability For Injury

The Company will not accept liability for damage, injury or loss for any passengers standing or walking around the vehicle whilst it is in motion. Fitted seat belts must be used.

Lost Property

The Company accept no liability for items left on our vehicles. A charge may be made to cover any costs incurred in handling of any property left on coaches, or on any coaches subcontracted by The Company. Items left on coaches will be held for one month then disposed of.

Attractions

The Company cannot guarantee that attractions/facilities shown in pictures to advertise the destination will be available on the day.

Complaints

If you have a complaint during your Day Excursion, please inform, in the first instance, the supplier of the service and then inform our driver who will do their best to help you. If the matter is not resolved on the day, you must notify us in writing within 7 days of the completion of your Day Excursion.

Written complaints must be sent to the address below:

Paul S. Winson Coaches Ltd, Royal Way, Loughborough, Leicestershire, LE11 5XR.

Or emailed to: complaints@winsoncoaches.co.uk

Failure to inform The Company of your complaint immediately in accordance with the above procedure may affect the outcome of it.