

## Variation to Terms & Conditions - Day Trips

BUZZLINES TRAVEL HAS A POLICY OF FAIR TRADING AND TAKES EVERY CARE TO ENSURE THAT YOU WILL ENJOY YOUR DAY TRIP

1. **CANCELLATION BY THE COMPANY** The Company reserves the right to cancel any excursion at any time for whatever reason, but will ensure that passengers are advised where possible. All monies paid for that particular excursion will be refunded in full and following that, the Company shall be exempt from any further liability. We will generally not cancel excursions less than 7 days prior to departure date.

2. **CANCELLATION BY THE CUSTOMER** After your booking has been made, THE COMPANY RESERVES THE RIGHT NOT TO ISSUE ANY REFUNDS IN THE EVENT OF CANCELLATION BY THE CUSTOMER FOR WHATEVER REASON. Up to 14 days before departure, it may be possible to transfer to another day trip. However, this will carry an administration fee of £10 per booking plus the cost of any admission ticket if applicable.

3. **COMPANY LIABILITY** The Company does not accept any responsibility for loss, damage, delay or inconvenience caused to passengers when travelling on or booked on its excursions. All arrangements for meals, refreshments, accommodation or entertainment or other means of travel such as ferry or train by Eurotunnel are made by the Company as agents for or on behalf of the passengers on the condition that the Company shall not be responsible for any loss, damage, delay or inconvenience caused to passengers as a result of such arrangements.

4. **LUGGAGE / PASSENGERS PROPERTY** We reserve the right to refuse articles of an objectionable or dangerous nature. Fragile items will only be carried if they are of reasonable size and securely packed. We will not be responsible for loss or damage of such items. All vehicles operated by the Company are subject to restrictions on carrying luggage for statutory safety reasons. The passenger accepts that the driver shall be the sole judge as to whether and to what extent passengers' property is carried. The Company accepts any personal property of the passengers on the understanding that it will take all reasonable steps to avoid loss or damage. However, it is your responsibility to ensure that you take care of your purchases and personal belongings; we will not accept any responsibility for loss of the same, left on the coach or unattended. Articles of lost property, except those of a perishable nature, will be held at the Company's premises where the vehicle is based, and will be subject to the current Public Service Vehicle (Lost Property) Regulations. There will be a minimum charge of £2.00 on collection from our offices. Postage & Packaging will be charged extra. Perishable goods will be disposed of at our discretion.

5. **PERSONAL GOODS PURCHASED IN THE E.U.** Passengers must only purchase goods for their personal consumption or gifts. The amount passengers can carry will be restricted in accordance with term 4 above.

**The Company reserves the right to continue its onward journey without any passengers detained at customs for non compliance with the above regulations.**

6. **VEHICLE TO BE PROVIDED** The Company reserves the right to substitute another vehicle (including those of other operators) or ancillary facilities for all or part of the excursion subject to such substitutes being of at least equivalent quality. A change of vehicle may be necessary if the Company is to substitute a small coach or mini coach. Passengers may be carried in feeder vehicles to the main excursion vehicle. The feeder vehicle may be a coach, mini-bus or taxi. We cannot accept bookings which are dependent on specific seat numbers being honoured.

7. **BREAKDOWNS, DELAYS & WEATHER CONDITIONS** The Company gives its advice on journey time in good faith. However, as a result of breakdown or traffic congestion, or other events beyond the reasonable control of the Company, journeys may take longer than predicted and in those circumstances the Company will not be liable for any loss or inconvenience suffered by the passenger as a result. The Company will operate in all weather conditions. In the event of serious weather conditions, for example heavy snowfall, no refunds can be given for cancellations. However, in these circumstances, each claim will be assessed on an individual basis.

8. **FORCE MAJEURE** We regret that we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by, or you otherwise suffer any damage or loss as a result of, "force majeure". In these booking conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include (whether actual or threatened), but are not limited to, unavoidable technical problems with transport, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, epidemic or fire and all similar events or circumstances outside our control.

9. **COMPLAINTS** Any complaints should be made in writing to us within 7 days of the excursion.

10. **ERRORS & OMISSIONS** Although every effort has been made to ensure the accuracy of the information in our brochures at the time of printing, we cannot accept responsibility for any errors or omissions.

## **Booking Information – Day Trips**

1. **BOOKING YOUR DAY BREAK** To book a day break, full payment is required. You can reserve places by phoning **01303 261870** , via the internet at [www.buzzlinestravel.co.uk](http://www.buzzlinestravel.co.uk), with one of our Agents throughout Kent or calling in at our travel office in Lympe.

We accept most major credit\*/ debit cards, cheques and cash. \*2.25% charge applies on credit cards. No refunds are given once the booking has been made. Once paid, you will be issued with an appropriate confirmation.
2. **BOOKING YOUR SEAT** Requests for particular seats can be made when booking, but it is based on a first come first served basis. However, if a vehicle is changed for some reason, your allocated seat numbers may not apply. A supplement may be applied to certain seats.
3. **SPECIAL CARE** If you need to take a wheelchair, have poor mobility or have special needs, please discuss this with us prior to booking. We will generally accept lightweight wheelchairs for travel, subject to them being able to be folded and stowed away in the luggage hold of the coach.
4. **PASSPORTS** If you are a British Citizen travelling outside the UK you must have a full UK passport valid for a minimum of 6 months after your scheduled date of return. Non-UK citizens must seek passport and visa advice from the consulates of the countries you are planning to visit. All continental trips enter through France.
5. **INSURANCE** We advise all passengers to have adequate travel insurance for overseas day trips. Please ask us for a quote and details.
6. **PICK-UP POINTS AND TIMES** Your confirmation will confirm the exact departure time from your requested pick-up point. For exact pick-up locations, please contact us. Please be at the pick-up point in good time. We cannot be responsible for any loss or expenses incurred due to late arrival at the departure point or passengers not being at the correct pick-up point. No refund will be made for passengers arriving after the scheduled departure time, nor shall the company be held responsible for the late arrival of coaches due to circumstances beyond our control (ie traffic and weather conditions).

On occasions it may be necessary to withdraw certain pickup points due to low numbers in that area. You may be able to change to a different pickup point subject to availability or be entitled to a refund or transfer to another trip.
7. **CHILDREN** We welcome children on all our day trips unless otherwise advised. Children under the age of 16 should be accompanied by an adult. If any exceptions are made, written parental consent must be provided.
8. **ENTRANCE FEES/TRAVEL ONLY DEALS** Entrance fees are included except where stated. If you have your own tickets for an event - or wish to visit friends or family somewhere - a “travel only” price may often be available. Please ask for details.