

BOOKING CONDITIONS

1. HOLIDAY PAYMENTS

To confirm your holiday complete the booking form, sign and return it with a deposit for £20.00 per person for holidays up to 5 days and £25.00 for holidays over 5 days. If insurance is required this must be paid with the deposit.

All prices are based per person sharing a twin or double room, including VAT at the current rate.

You will receive a confirmation invoice which will show your balance and the due date (6 weeks prior to departure). Failure to pay the balance by the due date could result in cancellation of your booking, and your deposit and insurance will be forfeited.

If your holiday is booked within 2 weeks of departure, then payment must be made by either cash or credit card.

2. PRICE ALTERATIONS

We have the right to pass on any significant increase in the cost of fuel and other charges, including the rate of exchange involving foreign hotels, etc, this also includes any increase in VAT or other charges arising from budget changes. Any increase will be notified to you not less than 2 weeks from departure. Should a holiday be reduced in price during the last few weeks of sale, then only those booking during this period will receive the reduced price. Should the hotel reduce the price to all passengers, then the reductions will obviously be passed on. Remember that those passengers may be taking last minute hotel space, (ie basic or top floor rooms).

3. IF YOU CHANGE YOUR HOLIDAY

If, after having made a booking a client is forced to transfer to a different tour we will do our best to meet your requirements but there will be an administration charge of £5.00. Unfortunately we cannot transfer a holiday booking after 6 weeks before departure due to payment being made to hotels or agents.

4. IF YOU CANCEL YOUR HOLIDAY

If you cancel your holiday you must notify us in writing. Cancellation charges will be levied as follows from when we receive written confirmation.

1 - 6	days prior to departure	100% of cost plus insurance
7 - 13	days prior to departure	60% of cost plus insurance
14-27	days prior to departure	45% of cost plus insurance
28 - 42	days prior to departure	30% of cost plus insurance
43	days and over	Deposit only plus insurance

5. IF WE CANCEL YOUR HOLIDAY

We reserve the right to cancel or modify any tour should there be insufficient passengers, or any other reasons beyond our control. If so, we will notify you no less than 14 days before departure. Should this be necessary you will be offered alternative arrangements or a complete refund of monies paid.

6. IF WE CHANGE YOUR HOLIDAY

These holidays are planned many months in advance but circumstances may force us to make changes to the holiday advertised. As far as possible we will try to ensure that you are notified of any changes and also the reasons why. You can then decide what to do:

- Continue with the holiday
- Change to another holiday
- Cancel your booking

Should you choose to cancel then we will refund the monies due to you after which we will have no further liability. The information contained within this brochure was accurate at the time of going to print but we should point out we are not responsible for any changes made by our agents, hotels, shipping companies, restaurants, theatres etc, which may affect the tour itinerary.

NB. WE RESERVE THE RIGHT TO CHANGE THE ITINERARIES PUBLISHED IN THIS BROCHURE. ANY ALTERATIONS WILL BE ADVISED TO CLIENTS AT THE EARLIEST OPPORTUNITY

7. INSURANCE

We strongly recommend all clients arrange travel insurance. **If you do not take our travel insurance, a declaration must be signed prior to your departure.** For your protection and peace of mind we have arranged a Special Coach Holiday Travel Insurance Scheme with AXA Insurance (UK) plc who are members of the General Insurance Standards Council and Financial Ombudsman Service

We summarise below the details of the insurance cover provided which also includes INTERNATIONAL MEDICAL RESCUE - 24-hour emergency service. The following is a brief summary of the cover available. Full details of Cover, Policy Warranties and Exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the Policy Wording before booking should you wish to examine this in advance.

COVER	SUM INSURED
Cancellation	Up to £3,500
Missed Departure/Travel Delay	£600/£60
Personal Accident	£15,000
Medical and other Expenses including Curtailment	£2,000,000
Medical Inconvenience Benefit	£450 (£15 per day)
Personal Property/Loss of Passport	£1,500/£200
Personal Liability	£2,000,000
Delayed Baggage	£100
Legal Expenses	£10,000
14 day Refund	Insurance Premium

POLICY EXCESS

Unlike many other Travel Insurance Policies our Travel Insurance carries **NO EXCESS** under any section of the policy.

CONDITIONS

It is a condition that at the time of taking out this Policy you must comply with each of the following:

- You are not aware of any reason why the trip should be cancelled or cut short
- You are not receiving or awaiting treatment for an illness or injury as a hospital in-patient (as any claim arising from this injury or treatment will not be covered)
- You are not travelling:
 - Against the advice of a Medical Practitioner
 - For the purpose of obtaining medical treatment or
 - If you have been given a terminal prognosis
- If you have received medical treatment as a hospital in-patient or out-patient, during the six months prior to the booking of the trip, you must obtain medical advice from a Medical Practitioner at your cost confirming that you will be fit enough to take the trip

- If you are undergoing medical treatment as a hospital out-patient at the date that the final cost of the trip is due to be paid a "Certificate of Fitness" confirming your ability to travel must be obtained by you at your cost.
- If you are on medication at the time of travel your medical condition is stable/well controlled

You must notify the issuer of this Policy immediately of any of the conditions listed above arising between the date the policy is issued and the time of departure of the trip.

Premium per passenger

Premiums shown are inclusive of Insurance Premium Tax at the appropriate rate. As cover under the Cancellation section commences immediately the holiday booking has been accepted, no refund in premium can be allowed (other than 14 day refund).

8. SEATING ARRANGEMENTS

Please note that seats will be allocated at the time of booking, but they will not be confirmed until receipt of final travel ticket. Obviously, early bookings will be allocated seats as near to their choice as possible.

9. UNREASONABLE BEHAVIOUR

Should the Company's driver/courier have the opinion that a client's behaviour or health is likely to cause the discomfort or endanger the safety of other clients they have the right to refuse admission/re-admission to hotels, or coaches etc. If this is the case then please note we will not be responsible for expenses incurred to return home or stay on.

10. LUGGAGE

Please note that the company or driver are not responsible for loss or damage to luggage or personal belongings carried on the vehicle. It is the passengers responsibility to make sure their luggage is loaded on to the coach. Holiday insurance is available to cover any loss of luggage. As space is limited, passengers are requested to restrict their luggage to one medium sized suitcase per person.

11. PUNCTUALITY

You are responsible for making sure you are at the correct departure point at the beginning of your holiday. We cannot be held responsible for any loss or expense incurred by clients arriving late at any departure point.

12. COMPLAINTS

Should you have any complaint during your holiday, please bring it immediately to the attention of your driver/courier who will do their best to rectify the situation straight away. If you are still dissatisfied, please write to our office within 14 days of your return and we will try to arrange an amicable settlement (after that date the matter will not be accepted).

13. MECHANICAL BREAKDOWN

If there is a mechanical breakdown to one of our vehicles and we are unable to find a replacement coach (exec. or standard) and we require an extra nights accommodation this will be paid for by the Company. Should delay be caused by floods, adverse weather conditions, strike action, civil disturbance, avalanche, quarantine regulations etc (beyond our control), then we cannot be held responsible (your holiday insurance does cover most of the above).

14. FACILITIES ON COACHES

Our coaches used on these tours are usually executive coaches with toilet, reclining seats and drinks facilities but from time to time due to any malfunction beyond our control they may not be available on all or part of the journey. We will endeavour to have these replaced or repaired if at all possible but cannot accept any responsibility for the malfunction.

15. SMOKING

It is a condition of travel that you are aware of our no smoking policy on all public and private tours.

16. SUB-CONTRACTING

We reserve the right to sub contract from another operator if required. The coach sub-contracted may not be an executive but will be sub contracted to ensure a journey or tour can be completed without too much delay.

17. SPECIAL REQUESTS

Should any passengers make a special request for low or ground floor rooms, or sea view rooms, then every effort will be made to adhere to their requirements, however we can never guarantee any request as we are entirely at the discretion of the hotels. Also please be aware that some sea-view rooms will carry a supplement.

18. ENTERTAINMENT

Some of our hotels arrange additional entertainment, which could include music, dancing, films, bingo, etc. Entertainment offered by hotels is indicated in the description on the holiday page. The nature and frequency of the entertainment presented is at the discretion of the hotel and therefore not guaranteed and could be withdrawn if there is a lack of demand or insufficient numbers in the hotel.

19. THEATRE TICKETS

Should a client purchase any theatre tickets to coincide with any tour, we cannot be held responsible for the cost of these tickets should the tour be cancelled.

20. CONSUMER PROTECTION INSURANCE

In accordance with the E.C. Directive on Package Holidays, all passengers booking with Andersons Coaches are fully insured against the loss of all monies paid to us for the holiday (and repatriation if required) due to insolvency, with International Passenger Protection.

21. PASSPORTS

Any person wishing to travel on the continent for any length of time must have a ten year passport. If you are not a British Citizen, then in some countries you may require a visa. You should contact the local Embassy for full details.