



BOOKING FORM 2019

Dyserth, Rhyl, Denbighshire LL18 6BP Telephone: Dyserth (01745) 570154

TOUR TITLE		DEPARTURE DATE	BOOKING No.	POLICY (Ins).	<small>FOR OFFICE USE ONLY</small>

TITLE	INITIALS	SURNAME	ROOM TYPE	INSURANCE	AGE <small>If under 18 years</small>
				YES	
				YES	
				YES	
				YES	
				YES	
				YES	
				YES	
				YES	

If you are not taking our holiday insurance, you should take out alternative cover, please name your insurers here.
COMPANY / POLICY No.
Pre-existing medical condition should be referred to the Insurers

PICK UP POINT

						DRIVER	
A	B	1	C	D			
A	B	2	C	D			
A	B	3	C	D			
A	B	4	C	D			
A	B	5	C	D			
A	B	6	SERVERY				
A	B	7	TOILET				
A	B	8	C	D			
A	B	9	C	D			
A	B	10	C	D			
A	B	11	C	D			
A	B	12	C	D			
A	B	13E	C	D			

The above seating plan is applied and adhered to on most tours. (Seat numbers on the coaches may differ from above).

NAME AND ADDRESS TO WHOM CORRESPONDENCE SHOULD BE SENT
.....
.....
POSTCODE e.mail:

HOME Telephone No. WORK/MOBILE Telephone No.
Emergency contact number/next of kin:
Name: Relationship Telephone/Mobile No:

SPECIAL REQUESTS (not guaranteed & must be made with initial reservation)

FOR OFFICE USE ONLY

I enclose deposits @ £35.00 person	£	p
I enclose Insurances @ £ per person (insurance payable with deposit)		
PLEASE MAKE CHEQUES PAYABLE TO: VOEL HOLIDAYS LTD.	TOTAL ENCLOSED	

I have read the tour itinerary and understand this and the Booking Terms and Conditions overleaf and accept them for myself and on behalf of all other persons named above.
N.B. We are unable to process your booking in the absence of adequate holiday insurance.

Signed _____ Date _____
Full remittance should be enclosed if booking within six weeks of departure or for any special offer tour as required.

Paying by Debit or Credit Card
For security reasons Debit Card/Credit Card payments may be made via telephone or in person at our Dyserth Travel Office. To utilize a Debit/Credit card please complete & return the Booking Form and a member of our sales team will contact you to arrange payment. Card details will be destroyed once processed.
I wish to pay by Debit/Credit Card

Carriage of Wheelchairs/Walkers/Lightweight mobility scooters Pre-booking requirement
Any person wishing to transport a wheelchair/walking aid/lightweight mobility scooter on board the coach is kindly requested to inform us of such a requirement in writing BEFORE making a confirmed reservation. For ease of identification, all such items must be clearly tagged/labelled with the name and contact telephone number of the owner. Items are carried at owner's risk.

PLEASE TELEPHONE TO CHECK AVAILABILITY BEFORE COMPLETING BOOKING FORM.
TELEPHONE RESERVATIONS WILL BE HELD FOR 4 DAYS EXCLUDING SUNDAYS AND BANK HOLIDAYS
● IT IS A CONDITION OF TRAVEL THAT YOU COMPLETE AND SIGN THIS BOOKING FORM ●



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Smoking (including e-cigarettes) and the carrying/consumption of alcohol on vehicles is prohibited

DEPARTURE POINTS

Ruthin Please join at Mold or Denbigh
Denbigh Plas Pigot & Lenton Pool, Denbigh Green
Trefnant Near Traffic Lights/Village Hall
St. Asaph Clwydian Park, Cathedral, Ashly Court, Bod Erw
Bodelwyddan Village Garage Bus Stop
Rhuddlan Vicarage Lane Bus Stop, Highlands Road/Pentre Lane

Conwy Lancaster Square
Llandudno Junction Station Hotel Bus Stop
Deganwy Castle Hotel
Llandudno Mostyn Broadway Coach Park
Penrhyn Bay St. David's Church
Rhos on Sea Cayley Arms
Colwyn Bay Railway Station
Old Colwyn Marine Hotel, Aldi, Highlands Road Bus Stop
Llanddulas Fairview Inn
Abergele Beefield (Tesco Bus Stop), Bowling Green, Pentre Mawr
Pensarn Railway Station, Belgrano, Pensarn Grange
Towyn Wendover Bus Stop
Kinmel Bay Sandycove Bus Stop, Bronwen Ave./St. Asaph Ave., Entrance to Anwyl Est., Silver Birch

Dyserth Voel Depot; Pendre & Dyserth Old Bank
Trelawnyd Memorial Hall & The Marian
Lloc The Rock Inn
Carmel Deeside Tavern
Holywell Holway Garage (opposite Post Office) & Victoria Hotel
Northop The Red Lion Hotel
Ewloe St. David's Park Hotel
Queensferry Aston Road Bus Stop
Mold Station Motors, Chester Road
Chester The Holiday Inn Hotel
Wrexham Plas Coch Pub & King Street Bus Station (Wrexham - for northbound departures only please join at Dobbs Hill layby)

Talacre Bus Stop junction of Coast Road/Station Road
Ffynnongroew The Crown Inn
Greenfield The Queen's Head Hotel
Mostyn The Letty Hotel
Bagillt The Blossoms Hotel
Flint The Ship Hotel

Rhyl

Rosehill Rd./Rhuddlan Rd. Bus Stop
 Boulevard Bus Stop
 St. Margaret's Drive Bus Stop
 Parry's Corner
 War Memorial Court
 Vale Road Flats Bus Stop
 Argos, Bodfor Street
 Promenade Bus Stop (Sea Life Centre)
 Junction Russell Road/Churton Road
 Junction Russell Road/Old Golf Road
 Eastville Bus Stop
 Clwyd Carpet Centre, Coast Road

Prestatyn

Opposite The Ffrith Hotel
 Prestatyn Police Station
 Opposite The Victoria Hotel
 Prestatyn Bus Station
 Pendyffryn Gardens Bus Stop
 Penrhwyfa Crossroads
 Prestatyn Duck Pond
 Gronant Crossroads (Coast Road)

Meliden

Manod Road Bus Stop & Garage Bus Stop

Parking at Voel Coaches Depot, Dyserth

Due to limited parking availability at our Dyserth Depot, passengers are encouraged to join the coach at one of our many local pick up locations closest to their home. **For security reasons, overnight parking is not permitted at our Depot.** The Company will not accept any liability for any loss or damage incurred by owners of privately owned vehicles parked on the premises. All such vehicles are parked entirely at owners risk.

GENERAL INFORMATION

PASSENGER PROTECTION/FINANCIAL GUARANTEE. Holidays are operated by Voel Holidays Limited, Longacre Road, Dyserth, Rhyl, Denbighshire LL18 6BP and in accordance with The Package Travel, Package Holidays and Package Tours Regulations 1992. We are pleased to confirm that all passengers booking with Voel Holidays Limited are fully protected for the initial deposit and subsequently the balance of monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements in the unlikely event that Voel Holidays Limited cannot carry out its obligations to its passengers for financial reasons. This protection is provided by means of a Trust Account which conforms to EC Directive 90/314/EC and has been approved by our Solicitors, Accountants and Bankers.

SEAT ALLOCATION. Requests for particular coach seats can be made on most holidays when booking, but since allocations are made on a first come first served basis, early booking is advisable. Whilst everything possible is done to conform to the seating plan/seat numbers booked by clients, we reserve the right to change the seats allocated should the need arise. We cannot accept reservations conditional on these seats being available or on coaches which operate feeder services or on coaches which operate transfers between air and sea ports.

ACCOMMODATION. Accommodation throughout the UK AND Europe varies and our range of hotels covers everything from the grandest 4 star to the homely, family-run hotels. We go to great lengths to ensure that your holiday accommodation will be to an acceptable standard and every effort will be made to provide the type of bedroom you have booked. Our liability for the provision of additional facilities for which a supplement has been paid is limited to the amount shown within the holiday itinerary leaflet provided. Bookings for rooms with private facilities will be deemed to be effected by the provision of either bath and wc or shower and wc. Requests for one or other will be treated as requests only. When booking a Double room, requests for either a double bed or twin bed should be made clearly, otherwise we will assume that either will be acceptable. Please note that three-bedded rooms are normally twin bedded rooms with an extra bed which may not be suitable for adults and space will inevitably be limited. In the best interest of all our clients, it may sometimes be necessary or desirable to change location of single night overnight hotel stops on touring holidays. We will do our very best to notify you in advance if such a change is necessary, but we reserve the right to effect such a change without notice. The alternative hotel utilized will always be of an equivalent standard as that of the original hotel.

SPECIAL REQUESTS. Should you have any special requests such as low floor room, adjoining room, special diet etc., you must advise us at the time of booking by completing the "Special Requests" panel on the Booking Form. We will then pass on your request to the hotel(s) concerned. However, under no circumstances can we guarantee that such requests will be granted or that the hotel(s) has, or is able to provide the facility requested. **We cannot accept any reservation which is made conditional upon a special request being satisfied.**

CHILD PRICES. Child reductions are available for most holiday departures, please enquire with our Tours Office.

HEALTH. Whilst we do not visit countries that require special inoculations, if you have any individual requirements, it is your responsibility to check with your own doctor before you travel.

CARE FOR DISABLED PASSENGERS. We try our best to provide holidays which will enable all our clients to enjoy themselves regardless of limited mobility or other handicap. It should be recognised however that not all our holidays are suitable for disabled persons. For example, some coach tours involve a great deal of travelling and changes of hotel and it is not always possible for our driver(s) to provide a sufficient level of care, particularly in cases of severe mobility problems (Driver/Couriers cannot be responsible for lifting any disabled passenger on or off the coach). To help you in selecting a holiday or hotel best suited to your ability, please in the first instance contact our Tours Office by telephone; we will be pleased to note any additional facilities required. If we are not informed in precisely this way, we cannot be responsible for any inconvenience or cost incurred by the client.

WHEELCHAIRS. We can generally accommodate a LIMITED number of manually folding and lightweight wheelchairs and mobility scooters on board the coach, subject to them being capable of being stowed in the luggage hold of the coach (maximum weight 15kg). Due to Health & Safety Regulations and the duty of care to our employees, we can only accept wheelchairs/scooters that can be easily managed. This means that the wheelchair/scooter should be capable of being dismantled and no individual part should weigh more than 15kgs. The wheelchair/scooter user/carer/companion must be able to dismantle and re-assemble the wheelchair/scooter, disconnect the batteries and load it into the hold of the coach; this is not the responsibility of the driver or courier. Schedule 3 scooters are not permitted under any circumstances. Any person wishing to transport a wheelchair or scooter on board the coach is requested to inform us of such a requirement in writing, before making a confirmed reservation. For ease of identification, all such items must be clearly tagged with the name and contact telephone number of the owner. Many of the U.K.'s resorts have wheelchair/scooter hire facilities; information can be obtained by contacting the local Tourist Information Centre. n.b. The Company will not accept responsibility for the loss or damage to any such items of equipment carried on the coach and such items are carried entirely at Owner's Risk. The Company does not operate vehicles fitted with wheelchair lifts, therefore it is essential that all clients are able to manage the steps necessary to board the coach either unaided or with the assistance of members of their own party.

DVT (Deep Vein Thrombosis).

DVT may be associated with any form of long distance travel whether by air, train, coach or car where passengers remain immobile in the seated position for long periods of time. Any passenger considering undertaking a coach journey of 3 hours or more should consult their doctor for advice if they are concerned. Medical advice should be obtained if you have

- (a) ever had DVT or pulmonary embolism
- (b) an inherited/family history of clotting conditions
- (c) had cancer or treatment for cancer in the past
- (d) undergone surgery in the last 3 months
- (e) had hip or knee replacement
- (f) ever suffered from a stroke, heart or lung disease.

General Advice

Regular comfort stops are made on all our coach holiday tours and passengers are strongly advised to take advantage of these breaks and get off the coach and walk around.

LOST PROPERTY.

Items of lost property will be stored by us for a period of 28 days, except for perishable items for which we have no obligation to store for any period of time.

Recovering lost property - If we have your lost item you will need to call at our Dyserth Depot to collect it. Opening times are 09.00hrs-17.30hrs (Monday to Friday) and 09.00hrs-13.00hrs Saturday. When collecting the item it may be necessary for you to show identification e.g. driving licence, especially if it is a high value item such as a wallet or purse, mobile phone, laptop etc.

SUSPICIOUS BAGS/PACKAGES.

Treat an abandoned bag with suspicion; please don't touch it or ignore it, just alert the driver immediately.

TRAVEL VOUCHERS.

Travel vouchers are available for purchase from our Tours Office (minimum denomination £5.00) and may be utilized towards any of our Day Excursions, Holiday Tours, Concerts or Shows.

Conditions of Purchase - Vouchers are valid for a period of two years from the date of purchase, but they cannot be exchanged for monetary refund.

TRAVEL INSURANCE - IMPORTANT INFORMATION

Voel Holidays Limited is an appointed representative of Arthur J. Gallagher Insurance Brokers Limited which is authorised and regulated by the Financial Conduct Authority. Registered Office: Spectrum Building, 7th Floor, 55, Blythswood Street, Glasgow G2 7AT. Registered in Scotland. Company Number: SC108909.

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We only offer travel insurance from a single insurer - Europaische Reiseversicherung AG (ERV). This travel insurance is suitable for those who wish to insure themselves when travelling against the specified financial loss of unforeseen circumstances and events relating to your trip. A list of the covers and corresponding limits can be found below. This summary provides only a brief guide to your Travel Insurance cover and exclusions. It does not contain the full terms and conditions of the policy, which can be found in the policy document. We have not provided you with any recommendation or advice about whether this product meets your specific insurance requirements. It is your responsibility to decide whether this policy suits your needs.

Important Notice - Information We Need To Know About. You must take reasonable care to provide complete and accurate answers to the questions we ask. *You should be aware that if the information provided by you is not complete and accurate, your insurer may; cancel your policy and refuse to pay any claim, or not pay any claim in full, or revise the premium and/or change any excess, or revise the extent of cover or terms of this insurance.*

We recommend that you keep a record (including copies of letters) of all the information you provide to us for your future reference. We also draw your attention to any conditions, limitations, exclusions and excesses within the policy wording.

SIGNIFICANT EXCLUSION: If your medical condition cannot comply with the following terms then any claim related to that medical condition will not be covered:

For UK Travel (England, Scotland, Wales, Northern Ireland or Scilly Isles). You DO NOT need to declare your medical conditions; however, you must comply with the following:

1. You are not aware of any reason why the trip could be cancelled or cut short.
2. You are not travelling: a. against the advice of a medical practitioner.
b. for the purpose of obtaining medical treatment.
c. if you have been given a terminal prognosis
3. You are not receiving or awaiting tests, treatment or investigations for any illness or injury as a hospital day case or inpatient. Any claim arising from this illness or injury will not be covered.
4. If you are on medication at the time of travel your medical condition must be stable and well controlled.
5. You must notify Medical Screening immediately of any change in your medical circumstances between the policy issue date and time of departure.

For EU Travel (including The Channel Islands); the traveller MUST inform ERV via the health check phone line on 01403 288423 if they or any person upon whose health the trip depends;

6. Has any existing or on-going medical condition(s)
7. Is taking any prescribed medication
8. Has or has had any medical condition(s) still requiring periodic review
9. Is awaiting any tests, treatment, investigation, referral or the results of these
10. You must notify Medical Screening immediately of any change in your medical circumstances between the policy issue date and time of departure

This information is correct at the time of printing, but may be subject to change. Please refer to your policy document to check your cover.

Cover	Limit	Excess payable
Cancellation	Up to £2,000	£30 deposit only £10
Curtailment	Up to £2,000	£30
Emergency Medical & Repatriation Expenses	Up to £5m	£30
Missed Departure (not UK)	Up to £200	£30
Personal effects and Money	Up to £1,000 Up to total of £200 valuables Up to £200 for Lost Passport	£30
Luggage Delay	Up to £150	Nil
Personal Liability	Up to £1m	Nil
Personal Accident	Up to £10,000	Nil
Legal Costs & Expenses	Up to £25,000	Nil

TRAVEL INSURANCE PREMIUMS including Insurance Premium Tax at the current rate			
Duration	UK	Continental Holidays	Channel Islands (By Air)
2 days	17.50	19.50	-
3 days	19.50	25.50	-
4 days	19.50	25.50	-
5 days	24.50	29.50	-
6 days	26.50	32.50	-
7 days	26.50	32.50	-
8 days	26.50	32.50	37.50
9 days	28.50	37.50	-
10 days	28.50	37.50	-

Cancellation Rights

If your cover doesn't meet your requirements, please let Voel Holidays Limited know within 14 days of receiving your policy document and return all your documents for a refund of your premium. Any premium already paid will be refunded to You provided you have not travelled, no claim has been made or is intended to be made and no incident likely to give rise to a claim has occurred.

Claims

Full details of how to make a claim and how to appeal should your claim not be successful can be found in the policy document.

Complaints

Should you have a complaint about the sale of your travel insurance policy, please contact The Travel Manager, Arthur J. Gallagher Insurance Brokers Limited, 6th Floor, Temple Circus House, Temple Way, Bristol BS1 6HG. Should you remain unhappy with our final reply, you may have the right to refer your complaint to the Financial Ombudsman Service, Exchange Tower, London E14 9SR. Further details about our complaints procedure can be found in the attached 'About our Insurance Services' document.

Financial Services Compensation Scheme (FSCS)

You may be entitled to compensation from the Financial Services Compensation Scheme ("FSCS") should we be unable to meet our obligations and subject to eligibility. Details of the circumstances in which you can make a claim - instructions on how to do so - can be found on the FSCS website: <http://www.fscs.org.uk>

TAKING OUT INSURANCE ARRANGED THROUGH VOEL HOLIDAYS LTD

Please refer to Medical Screening under Travel Insurance - Important Information.

SINGLE ROOM SUPPLEMENTS

On some of our holidays a supplement charge may be levied by the hotel for the provision of a single room. Other holidays which we offer may require no single room supplement, however such rooms will be restricted to a limited number within our overall allocated accommodation as contracted by the hotel. In the event of all the allocated "no supplement" single rooms being sold for the holiday, any additional single room required thereafter may then incur a supplement charge. Any such charge will be confirmed to the passenger prior to us accepting a confirmed reservation.

n.b. A single room supplement is a direct charge levied by some hotels and it is not a charge made by Voel Holidays Ltd.

PICK-UP POINTS

Passengers are required to select their preferred pick-up point from the list published opposite, and are kindly requested not to alter this once final pick-up times/luggage labels have been received. For bookings made less than 6 weeks prior to departure, passengers are requested to arrange to board the coach at one of the pre-arranged tour pick-up locations as advised by our tours office. Feeder coaches will operate for most departures which will transfer passengers to the main tour coach at our Dyserth Depot. The main coach and driver/courier will remain with the group for the duration of the tour.

LUGGAGE

Owing to limited luggage space, passengers are requested to limit their luggage to 1 medium-sized suitcase each (15kg), an overnight case should be utilized on overnight stops and on the longer ferry sailings. **N.B. Passengers are responsible for ensuring that their luggage is on board the coach on which they are travelling.** Porterage may not always be available and where it is will usually incur a small extra charge. Porterage is usually not available at sea ports/airports for security reasons.

CHILDREN

Children under the age of 18 years must be accompanied by an adult on all holiday tours. In the interest of safety, no child under 14 years will be permitted to travel on the front seats of the coach.

SMOKING / ALCOHOL (including e-cigarettes) and the carrying / consumption of alcohol on vehicles is prohibited. Smoke detectors are fitted within the cabin area including the toilet compartment.

FOREIGN CURRENCY

We recommend that you change a small amount of your currency for each country we travel through and ensure that you have Travellers cheques.

TRAVEL DELAY

All clients are strongly advised to take out the personal travel insurance cover offered above which contains a travel delay section offering financial compensation for delays extending beyond 12 hours.

IF YOU HAVE A HOLIDAY COMPLAINT

If you have a complaint during your holiday, you must communicate any problem to the supplier of the services in question and to our driver/courier whilst in the resort. Your driver/courier will do his utmost to resolve the problem immediately. If your complaint cannot be completely resolved locally, **you must complete and sign a report form which can be obtained from your driver/courier** and notify us in writing within 28 days of the completion of your holiday. If this procedure is not adhered to we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem at the time that it arose. **N.B. Any complaint must be made in writing.**

BOOKING CONDITIONS

HOLIDAY PAYMENT

When you book you must sign the Booking Form and pay the deposit of £35.00 per person plus insurance. The balance of monies for the holiday will be due 42 days prior to departure date; balance due date will be shown on the deposit receipt. If the balance amount remains unpaid after the due date we reserve the right to cancel your booking and retain the deposit you have paid. For reservations made within 42 days of departure the full holiday cost is payable on booking. A surcharge applies to all credit card payments.

INSURANCE

It is vital that you should take out insurance to cover you in the event of cancellation, illness, personal injury or death during the course of your holiday.

BOOKING CONDITIONS *continued*

IF YOU CHANGE YOUR RESERVATION

If, after our confirmation has been issued, you wish to change to another of our 2019 holidays or change departure date we will do our utmost to make the changes required, provided written notification is received at our office from the person who signed the booking form not later than the date on which the balance of the original holiday cost was due for payment. This written notification must be accompanied by a payment of £10.00 per person to cover administration costs. Any alteration by you made later than the original balance date will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below under "If you cancel your holiday". Other alterations such as the addition of requests or change of pick-up point that require a reconfirmation to be issued, must be notified in writing.

Please note that insurance certificates cannot be transferred.

IF YOU CANCEL YOUR HOLIDAY

The deposit indicates that you wish to use the travel arrangements and accommodation which we make on your behalf. If you have to cancel your holiday you must do so in writing. The cancellation charges you incur depend on when we receive this written notification and are as follows:

Period	Cancellation charge
More than 42 days before departure	Deposit only
28 to 42 days before departure	30% of holiday cost
15 to 27 days before departure	45% of holiday cost
8 to 14 days before departure	60% of holiday cost
0 to 7 days before departure and day of departure	100% of holiday cost

N.B. Insurance premiums are not refundable/transferable.

IF WE CANCEL YOUR HOLIDAY

It is necessary for there to be a minimum number of passengers in order to operate a tour. If this minimum number is not achieved before the balance due date, the tour could be cancelled. In certain circumstances, therefore, we may have to cancel your holiday, and should this occur we will return all the money that you have paid to us, or offer a suitable alternative holiday. We will not, however, cancel your holiday immediately prior to the departure date unless you have not paid for your holiday in full; if we then cancel your holiday you will be entitled to either a comparable holiday or a full refund. If we have to cancel your holiday at any time, Voel Holidays Ltd., is liable only for any monies you may have paid to Voel Holidays Ltd. at the time of cancellation.

IF WE CHANGE YOUR HOLIDAY

The arrangements for our holidays are made many months in advance and changes are sometimes unavoidable. Most of these changes will be minor and we will endeavour to keep you informed. However, where before departure we have to alter significantly an essential term of the holiday, such as price, location of resort, quality of main hotel (not including single overnight hotels on touring holidays) or tour itinerary changes involving a destination being eliminated, we will notify you of the change as soon as possible. In such circumstances you will be given the following options:

- to accept the changes to the holiday as notified; or
 - to take a substitute holiday of equivalent or superior quality if we are able to offer you one, and to pay us the difference (if any) between the cost of the original holiday and that of the substitute holiday; or
 - to take a substitute holiday of lower quality if we are able to offer you one, and to recover from us the difference between the cost of the original holiday and that of the substitute holiday; or
 - to have repaid to you as soon as possible all monies paid by you to Voel Holidays Ltd. in respect of the cancelled tour.
- Other than the above options, no claims for compensation or expenses will be considered.

CONDITIONS OF CARRIAGE

When you travel overland, over water or in the air, the conditions of carriage of that carrier apply and are subject to National and International conditions which may limit or exclude liability. Your holiday with Voel Holidays Ltd. is subject to English Law and Jurisdiction.

PASSPORTS/VISAS

For all continental holidays you require a full ten year passport.

WE CANNOT ACCEPT RESPONSIBILITY FOR PASSENGERS NOT IN POSSESSION OF THE CORRECT TRAVEL DOCUMENTS.

RIGHTS OF REFUSAL

We must point out that Voel Holidays Ltd. reserve the unconditional right to refuse a booking or terminate a passenger's holiday in the event of unreasonable conduct which in our opinion is likely to cause distress, damage, danger or annoyance to other customers, employees, property or to any third party. This includes any passenger who fails to advise us of any medical condition or disability in accordance with the conditions as set out under "Care for Disabled Passengers". If you are prevented from travelling as a result of such termination, our responsibility for your holiday thereupon ceases. Full cancellation charges will apply and we will be under no obligation whatsoever for any refund, compensation or loss you may incur. CCTV operates within all vehicles.

OTHER TERMS

On a Voel Holidays Ltd. Tour passengers **may NOT:**

- Bring a pet or any other animal (other than a Guide Dog on U.K. and Eire tours - and by arrangement).
- Play a radio or cassette player on the coach.
- SMOKE OR CONSUME ALCOHOL DURING COACH TRAVEL.**
- You are responsible for ensuring that you are at the correct departure point at the correct time, and we cannot be liable for any loss or expense suffered by clients because of late arrival at any departure point. Please adhere to your driver's instructions at all times.
- You must ensure that you have a valid passport and visas (if required) and we cannot be liable for any loss or expense suffered if you do not.
- It is your responsibility to make sure that your luggage is on board the coach on which you are travelling. Please ensure that any instructions given by your driver/courier, at any time during the holiday, concerning luggage or personal effects, are strictly adhered to. We would strongly recommend the holiday insurance offered by Voel Holidays Ltd. which provides cover in the case of loss or damage.
- Excursions are included in the cost of most holidays and refunds cannot be made for passengers not wishing to travel on these excursions. On some coach holidays you may be offered optional excursions which can be bought only through your driver/courier. You are under no obligation whatsoever to take these optional excursions but we accept responsibility for them should you choose to. Clients choosing not to take an optional excursion will normally have time at leisure at the starting point of the optional excursion. Admission fees to venues visited etc., are not included in the holiday cost unless otherwise stated in the holiday itinerary.

- The operating days of excursions may be interchanged depending on local events or conditions.

OUR PRICE GUARANTEE

Our prices are shown on each individual tour itinerary on a per person basis, sharing a twin room. The cost of our United Kingdom holidays is guaranteed with the exception of the fuel content where we reserve the right to apply a fuel surcharge. We stress that this would apply if fuel costs rise to a high level and we promise that any such surcharge will be kept to the absolute minimum and will not exceed £5.00 per person under any circumstance. The only other exception to this price guarantee is a charge or tax imposed by government or government agency, in the U.K. or abroad which significantly affects holiday costs and in such cases we reserve the right to vary our prices.

On continental and Eire holidays, the price of your holiday is subject to surcharges on the following items: government action, currency, coach fuel and ferry charges. Even in this case we will absorb an amount equivalent to 2% of the holiday price, which excludes insurance premiums. Only amounts in excess of 2% will be surcharged, but where a surcharge is payable there will be an administration charge of fifty pence per person together with an amount to cover agent's commission. If this means paying more than 10% on the holiday cost you will be entitled to cancel the holiday with a full refund of all monies paid except for any premium paid to us for holiday insurance and amended charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days of the issue date of the surcharge notification.

OUR RESPONSIBILITY TO YOU

(a) We accept responsibility for the acts and/or omissions of our employees, agents, sub-agents and suppliers and for ensuring that we provide the services as described in the tour itinerary and to reasonable standards. We shall not accept responsibility or liability for death, bodily injury or illness caused to the signatory and/or any other named person on the booking form, except for negligent acts or omissions of our employees, agents, sub-contractors or suppliers. Any claims arising therefore shall be subject to English law in respect of any question of liability or quantum, and all following proceedings shall be within the exclusive domain of the English courts. (b) The following circumstances fall outside our direct control and accordingly we are not prepared to accept responsibility or liability: (i) Please remember that some amenities, e.g. hotel lifts, swimming pools etc. require servicing and cleaning and may not therefore be available at all times. Some services may be affected by weather conditions and their availability is entirely at the discretion of the provider of the service. Entertainment (particularly live entertainment) provided by hotels is frequently subject to demand and its nature and/or frequency may be varied if there is a lack of demand or insufficient numbers staying in the hotel. (ii) In many hotels you may share a table in the restaurant/dining room with other guests. If a hotel has lifts, these are described as serving some, most or all floors or rooms. However, due to the nature of many hotel buildings, which are often not purpose built, there may be steps on a floor served by a lift, which lead to or from public rooms/bedrooms. Many hotels include tea/coffee making facilities, often with a complimentary beverage pack, within their bedrooms. There may be a charge for additional beverage supplies. (iii) The published running times of services are estimates only and we will not be liable for any loss (howsoever caused) arising from delay or failure to operate services in accordance with published timings. Our holiday insurance covers delays due to strikes etc.; we strongly recommend you to take out our insurance.

PERSONAL INJURY

(Whilst participating in arrangements made by us)

Voel Holidays Ltd. has taken all reasonable and proper steps to ensure that proper arrangements have been made for all the holidays which are advertised, including Optional Excursions offered by our employees or agents, and that the suppliers of all the services are efficient, safe and reputable and that they comply with the local and national laws and regulations of the country in which they provide those services. Whilst we have no direct control over the provision of services to you by suppliers, we will pay to our clients the equivalent of such damages as they would be entitled to receive under English law in an English court for any personal injury to the client, including illness or death, caused by the failure to perform or the improper performance of such services by the servants or agents of themselves or any of our suppliers contracted or sub-contracted by us to provide any part of the arrangements for your holiday as described in the holiday itinerary where such failure or improper performance is due to the fault of such person and not the event which such a person could foresee or forestall even if they had taken all due care.

Note: We will make payments as stated above provided:

(a) that claims for personal injury are notified to us within 3 months of return from holiday, (b) the insured client(s) assign Voel Holidays Ltd. any rights against a supplier or other person or party they may have relating to the claim, (c) they agree to co-operate fully with us should we or our insurers wish to enforce those rights which have been assigned to us or which we are subrogated and (d) such payment is limited in the case of transport by water or air to a maximum of such sums as would be obtained under the provisions of the appropriate international conventions.

This assignment is necessary to enable us to try and recover from suppliers any compensation we have paid to clients, and associated costs arising from personal injury to clients caused by the fault of those suppliers. If we recover more than such compensation and costs, any excess will be paid to the injured clients.

PERSONAL INJURY

(Unconnected with arrangements made by us)

Where appropriate and subject to our reasonable discretion, we will afford general assistance to clients who through misadventure suffer illness, personal injury or death whilst travelling on a Voel Holidays Ltd. holiday arising out of an activity which does not form part of the advertised itinerary nor part of an excursion offered through the Company, and which is the responsibility of a third party.

All information is given in good faith but does not constitute a contract.

