

# Booking Terms & Conditions

When you book a Door to Door coach holiday we want you to be totally satisfied with the arrangements so that you will book with us again in the future. To avoid misunderstandings you should be in no doubt as to the commitments we have to you and, in turn, the obligations you have to us. Listed below are a number of important points which we would like you to read carefully. None of the terms or conditions are intended to contravene or contradict The Package Travel Regulations 1992 or The Unfair Terms in Consumer Contracts Regulations 1999.

## 1. YOUR HOLIDAY CONTRACT

Your contract is with the The UK Holiday Group Limited trading as Door to Door Coach Holidays. When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so. No contract exists between us until we despatch your Holiday Confirmation Invoice - see Point 2. Your Booking for full details.

## 2. YOUR BOOKING

**a. Deposits and Final Payments** Deposit payments are non-refundable. Please make cheques payable to Door to Door Coach Holidays or to the travel agent you book through and remember to include any insurance premiums, if you choose to purchase insurance through us. It is a condition of booking that you must have holiday insurance to travel with Door to Door Coach Holidays and all insurance details must be provided at the time of confirming your booking. If you pay Door to Door Coach Holidays by credit card then a charge of 2% will apply (travel agent charges may vary). Cheques are not accepted within 14 days of travel.

Holiday type	Number of nights	Deposit £'s per person	Final payment prior to departure
Coach Holidays	1-4	£30	28 Days
	5-9	£50	28 Days

For most holidays your Holiday Confirmation Invoice showing the total holiday cost, less the deposit paid will be despatched within 3 weeks of receipt of your deposit money. The Invoice shows clearly the balance due and the latest date by which payment must be made. No reminders will be sent so please keep the Invoice safe and make a special note of when the balance is to be paid. Separate arrangements are made in the case of Late Bookings (see point 2b).

**b. Late Bookings** Bookings made within balance due must be paid in full at the time of booking.

**c. Final Travel Details** Door to Door Coach Holidays will forward your travel documents and information approximately 10 days prior to departure.

## 3. CANCELLATION OF YOUR BOOKING

**a. General** If you wish to cancel your holiday, for whatever reason, you must let us know as soon as possible in writing. Cancellation will be effective at the time written notification is received by Door to Door Coach Holidays.

**b. If You Cancel your Holiday**

i. If you cancel your holiday for any reason we will be forced to apply our cancellation charges at the following rates:

Holidays where full payment is due up to 28 days before departure	
	Coach holidays
29 days and over	deposit only
28 - 15 days before departure	50%
14 - 7 days before departure	70%
6 - 1 day before departure	90%
Day of departure or after	100%

ii. Should you cancel your holiday due to medical reasons and you can support this with the documentation requested by the insurer, you may be able to reclaim these charges, less any excess figure, if the reason for cancellation is covered by your holiday insurance. Advice on how to make your claim, which must be dealt directly with the Insurance Company, will be sent together with a Cancellation Invoice following your written confirmation of cancellation.

iii. If any person with whom you are sharing a room should cancel, and you wish to continue with your holiday as planned, we will make every effort to transfer you to a suitable room, if available. If this is not possible, or if this results in any additional charges, we reserve the right to pass on these charges to you, or to cancel your holiday and apply the appropriate cancellation charges.

**c. If We Change or Cancel Your Holiday**

**i. Material Alterations, Cancellations and Compensation.**

Because our brochure details are prepared months in advance it could become necessary, in certain circumstances, to change your holiday arrangements, to amend itineraries, change hotels, or to cancel your holiday because it has failed to attract the minimum number of passengers required for the tour. Often these are only minor changes, but where a Material Alteration or Cancellation (see point c.ii) becomes necessary outside the date when full payment is due you have the following options: (a) to continue with the holiday as amended or (b) accept an alternative holiday which we may offer or (c) cancel your booking and receive a prompt refund of all monies paid. A refund will become due to you if any alternative accommodation offered to you is of a lower standard than previously advertised. Where a Material Alteration or Cancellation is notified after the date when full payment is due you are also entitled to compensation on the scale set out below, unless this is a result of hostilities, lock-out, political unrest, industrial disputes, adverse weather conditions, fire, epidemic or health risk, disease outbreak, fuel shortage or any other reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all care had been exercised.

**ii. Definitions of Material Alterations and Cancellations.**

Period before departure when a Material Alteration or Cancellation is notified	Full payment due up to 28 days before departure
Compensation per person	
29 days and over	nil
28 days to 15 days	£5
14 days to day of departure	£10

For the above purposes a holiday will be deemed to be Materially Altered or Cancelled if we make a significant change of resort, a change of accommodation to a lower standard or a change of departure date.

iii. If you purchase our insurance and your holiday is cancelled by us then we will refund your insurance premium in

full. However, should you choose to take insurance with an alternative provider then they may not offer a refund under these circumstances. Therefore, please check this with your alternative insurer as we will not be held responsible for any losses you may incur.

**d. Changes to Your Booking and Amendment Charges**

i. If, after booking your holiday, you are prevented from travelling and wish to transfer the booking to another person, the company will agree as long as the other person satisfies all the conditions applicable to the package, and subject to both persons accepting joint and several liability for full payment of the package price and the company's charge of £10 for confirming the transfer and any additional costs imposed upon the company by accommodation or any other supplier.

ii. If, after booking your holiday, you wish to transfer to an alternative holiday/departure date, the company will agree, dependant upon availability, and will charge £10 to process the amendment

and any additional costs imposed upon the company by accommodation or any other supplier.

iii. Any transfer requests within 28 days of departure will however be treated as a cancellation and will be subject to the scale of cancellation charges set out in point 3bi. Requests for changing the booking to another departure date, hotel or tour will be treated as a cancellation.

## 4. YOUR HOLIDAY

**a. Your Door to Door Coach Holiday Package**

Your holiday includes a number of elements as stated in the brochure. Unfortunately we cannot make any refunds if you choose, or are unable to, take any part of this package.

**b. Your Holiday Accommodation**

- Bedrooms with en-suite facilities (sometimes referred to as private facilities or private bathroom) have bath and/or shower and WC, and some rooms may have a washbasin in the bedroom rather than in the WC or bathroom.
- There is no additional supplement for the limited number of single-bedded rooms available at our UK mainland hotels. However, certain hotels may allow single occupancy of double or twin bedrooms at no additional charge but once the allocation has been sold then additional rooms, where available, will carry a supplement.
- Hotel descriptions in this brochure indicate whether there is a lift or no lift. However, where a lift is indicated this is not meant to imply step-free access to all bedrooms or public areas.
- Lower floor rooms are defined as rooms on the ground or first floor. We make no extra charge for the limited number available and although every effort is made to comply with your wishes we accept no liability for failure to provide such a request and cannot accept bookings which are conditional upon us fulfilling this request.
- Any Special Requests (eg special diets, low floor rooms or rooms adjoining) must be made at the time of booking and be printed in the relevant section of your confirmation invoice issued by us to you or your travel agent. If, for whatever reason, this is missing then you must contact us immediately otherwise the details will not be passed on to your accommodation supplier. Whilst every effort is made to comply with your wishes we cannot guarantee that such requests will be granted, or that the accommodation supplier is able to provide the requested facility. We cannot accept any reservation which is conditional upon any special request being satisfied.
- Some amenities and facilities require cleaning, servicing or may suffer mechanical failure at times, and other unforeseeable factors beyond the control of the supplier may affect their availability from time to time. Hotel entertainment as detailed in the brochure may also be affected for similar reasons and therefore its frequency and nature may be subject to change. The listing of a 'Dance Floor' in a hotel description does not necessarily mean that dancing will be available during your stay.
- In certain circumstances it may become necessary to change the location of a single overnight stop. Whilst we will do our best to notify you in advance of such a change, we reserve the right to effect such a change without notice. At all times the change of hotel will be of equivalent standard to the original. Few insurance companies will provide cover for loss of luggage or personal belongings stored in an unattended vehicle overnight. You should therefore take all personal belongings with you at overnight stops.
- Hosts / Representatives, should this service be included in the holiday, join the tour either at the meeting point or at your hotel.
- In certain cases tourist board accommodation categories or star ratings are shown against hotels. Overseas countries have different grading systems, and star ratings may not be equivalent to those in the UK.

**c. General**

- On full board holidays lunch is not included on the first and last days, and packed lunches are supplied on full day excursions. On half board holidays dinner is included on the day of arrival and breakfast on the morning of departure (unless specifically stated in this brochure or on your confirmation).
- Admission fees or guided tours are not included in the holiday price unless expressly stated in the excursion description. We reserve the right to change itineraries and included excursions from those stated in the brochure, where necessary, and this will not entitle you to compensation where such variations are a consequence of non-significant changes to your holiday.
- We reserve the right to prohibit travel should you be experiencing medical symptoms likely to cause ill-health to others. It is therefore vital that you ensure that you are fit to travel prior to pick-up as full cancellation charges will apply should we be forced to terminate your holiday. We also reserve the right to refuse a booking or terminate your holiday and levy full cancellation charges in the event of irrational conduct which is likely to cause anxiety, annoyance, harm, danger or ill health to other passengers.
- Should you leave any belongings at the hotel or on the coach we will make every effort in tracing and returning them to you, although we do reserve the right to pass on any cost incurred in doing so.
- In the event of any contact being made with Door to Door Coach Holidays, either directly by you, or by your Travel Agent, on any subject whereby information contained in this brochure is changed, or additional information given, you or your Travel Agent must ensure that the information given is confirmed in writing. No responsibility will be accepted for any loss, damage or disappointment if this procedure has not been followed.
- Responsibility is limited for events which are reasonably beyond our control and unforeseeable. Examples of such events could include traffic or road conditions, unavoidable technical or mechanical transport problems, epidemic outbreaks, weather conditions, disputes, fuel shortages and fire.
- Should you take out our optional insurance cover, and subsequently make a claim under your insurance policy, we can take no responsibility if this claim is disputed or refused by the insurer or for any additional expense incurred by you in making the claim whether successful or not.
- We will not be held responsible for any of your items taken on holiday that are subsequently damaged, howsoever caused.
- No items within your luggage should exceed a £200 limit per item.
- Due to the overall weight and space restrictions on vehicles, luggage is limited to one medium size suitcase per person.
- Occasionally it may be necessary to join a ferry as a foot passenger rather than onboard a coach.
- All holidays are sold subject to availability.

## 5. PASSENGERS WITH HEALTH CONSIDERATIONS/DISABILITIES

Whilst we welcome passengers on our holidays with health considerations and disabilities, some of our holidays may not be suitable for certain special needs. Some hotels do not offer ground/ lower floor accommodation or lifts/easy access. It is therefore important that we have details of the full extent of your needs in writing and you must ensure that this has been acknowledged by us.

Collapsible wheelchairs are accepted on coaches, with prior agreement, however the overall weight of the coach is restricted and there is also limited space for luggage and extra equipment. It is not usual for us to be able to carry more than one mobility scooter on a coach and carriage of such an item will be subject to weight, size and other information acknowledged by us. We will always endeavour to assist with your requirements when you book your holiday. If we are not informed of any disabilities in this way we cannot be held responsible for any cost or inconvenience incurred. Should you cancel or terminate your holiday due to these reasons full cancellation charges will apply.

## 6. YOUR TRAVEL ARRANGEMENTS

### a. Departure Times and Places - Coach Holidays

- It is only possible for customers to be picked-up and dropped off within the areas stated on page 2-3 of this brochure and this must be at ground level. Please be aware that we can only offer one pick-up address per booking. Final travel times will be confirmed with your Final Travel Documents approximately 10 days before departure.
- If you do not receive your travel documents within 5 days of your departure date you must contact us immediately so that they may be re-sent to you or any new details confirmed as soon as possible. We cannot accept any responsibility for any loss or expense resulting if the above procedures have not been carried out.
- You are responsible for ensuring that you are at the correct address at the correct time.

### b. Tour Coaches and Coach Seats

- If it becomes necessary to use a coach with different seat numbers to those indicated on pages 2-3, the seat position should not change significantly. However, we cannot accept bookings conditional on the provision of specific seats and accept no liability if the seat provided is in a different position to that indicated in the published seating plan. Reserved seats are not allocated on transfer services or optional excursions. Although tours are advertised as having a coach with WC facilities or air-conditioning, we reserve the right to operate a coach without such facilities should this become necessary due to mechanical failure, accident, low passenger numbers etc.
- From time to time it may become necessary to use multiple coaches and drivers during any given holiday due to mechanical problems or other operational requirements.

### c. Smoking

All coaches are strictly no smoking and this includes all substitute tobacco & nicotine products such as electric cigarettes etc. If you ignore this we reserve the right to terminate your holiday and levy full cancellation charges. You may also be liable to meet the cost of any claims brought against Door to Door Coach Holidays resulting from such an incident.

### d. Portage

On all mainland coach holidays portage is provided at our interchange areas and between the coach and your hotel bedroom. On overseas holidays (including the Channel Islands) portage may not always be available and where it is you will usually incur a small extra charge. Portage is usually not available at sea ports for security reasons.

### e. Conditions of Carriage

You are advised that overland carriage is in vehicles other than those owned or operated by Door to Door Coach Holidays and that no sea transport is owned by the company. Such transport is subject to national and international regulations and conventions which may limit or exclude liability - a copy of these are available if you wish to see them. Your contract is subject to English Law and jurisdiction.

### f. Delayed Departure

If your departure to or from the UK mainland is delayed for more than six hours beyond the scheduled departure time we will make arrangements for meals and alternative accommodation only if this delay results in the advertised meal and accommodation arrangements being cancelled. We cannot accept responsibility for any meals or accommodation not included in the advertised holiday itinerary. If departure from the UK mainland is delayed for more than twelve hours beyond the final scheduled departure time we reserve the right to cancel the holiday and refund all monies paid and this shall be the extent of our liability.

## 7. LIABILITY & CONSUMER PROTECTION

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for package holidays booked from this brochure, other publicity material and on the website, and for your repatriation in the event of our insolvency. We provide this security by way of a Bond held by ABTA for packages that do not include flights.

We are a Member of ABTA, membership number V6237 and we are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information please see [www.abta.com](http://www.abta.com).

In the event that you have any complaint during the course of your holiday you are strongly advised to immediately bring this to the attention of the supplier of the service in question AND the Door to Door Coach Holidays driver or representative. If you are not satisfied with the solution offered you must contact us in writing after returning home. In the event that you do not tell us within 28 days after returning home our ability to investigate and deal with the complaint may be affected. In the unlikely event that we are unable to amicably settle your grievance, you may decide to pursue the matter further. We can offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code and arbitration can be found on ABTA's website [www.abta.com](http://www.abta.com). The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by IDRS within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from [www.abta.com](http://www.abta.com).

This brochure is published by The UK Holiday Group Limited trading as Door to Door Coach Holidays in good faith and is designed to assist you in choosing a suitable holiday. We accept responsibility for ensuring that the component parts of your holiday as described in this brochure are of a reasonable standard and that the obligations arising from this contract are performed properly unless this non or improper performance is attributable neither to any fault of ours or to that of another supplier because i) the failure to perform the contract were attributable to you ii) such failures were attributable to a third party unconnected with the provision of the contracted services, and are unforeseen and unavoidable iii) such failures are due to force majeure or to an event which we, or the supplier of the service, even with all due care could not foresee or forestall. Even in the case of sections i and ii above we will still give prompt assistance to you but this shall be the extent of our liability.

### Claims other than Personal Injury

Subject to the foregoing we will pay reasonable compensation for the non or improper performance of the contract by us, limited at all times to twice the total cost of the holiday.

### Claims for Personal Injury

Subject to the foregoing, all claims relating to personal death or injury will be equivalent to the

damages you would be entitled to receive under English Law in an English Court provided at all times that:

- you assign to Door to Door Coach Holidays any rights against a supplier or other person or party you may have relating to the claim.
- that you co-operate fully with us should we or our insurers wish to enforce those rights which have been assigned to us.
- Such payment in the case of transport or air is limited to that laid down in the appropriate International Conventions.

**Note. Failure to notify us of your claim within 90 days of your return from holiday may affect our ability to investigate your claim and may impact on the way your claim is dealt with.**

## 8. DATA PROTECTION

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we and your travel agent need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not however, pass any information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking you consent to this information being passed on to the relevant persons. You are entitled to a copy of your information held by us. If you would like to see this please contact D. Bradley, Data Controller, Door to Door Coach Holidays, The Old Bakery, Queens Road, Norwich. NR1 3PL

## 9. PRICE POLICY

All the details in this brochure supercede all previously advertised prices and itineraries published in prior brochures or advertising material. Before confirmation of your holiday we reserve the right to change prices from those advertised in this brochure. Having confirmed your holiday by sending your Holiday Confirmation Invoice, the price of your travel arrangements is subject to surcharges only on the following items. 1. Transportation - e.g. increases in fuel costs 2. Government action - e.g. any increases in VAT or any other tax imposed on us or required to be passed on by us 3. Currency - in relation to adverse exchange rate variations. However, even in these circumstances there will be no change within 30 days of your departure and we will absorb or retain an amount equivalent to the first 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will be entitled to cancel and receive a refund of all monies paid. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on the revised invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you, however, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place. The overseas holiday prices published in this brochure were calculated according to the exchange rates published by the Financial Times on September 14th 2015 as follows: Euro 1.3623

## 10. HEALTH MATTERS

Clients travelling to EC countries are strongly advised to obtain the European Health Insurance Card (EHIC) as form E111 is no longer valid. This card allows you access to state provided healthcare in all European Economic Area (EEA) countries and Switzerland at a reduced cost or sometimes free of charge. Your local Post Office has application forms or you can apply online at [www.ehic.org.uk](http://www.ehic.org.uk) or call 030 0330 1350. Please ensure if you do possess the card that it has not expired. For travel overseas you are also advised to obtain the 'Health Advice for Travellers' leaflet from the Dept. of Health ([www.dh.gov.uk](http://www.dh.gov.uk) - also in pdf or print form), your local ABTA travel agent, or directly from ourselves. There are no tours in this brochure that require compulsory vaccinations at the time of going to print.

## 11. PHOTO IDENTIFICATION, PASSPORT AND VISA REQUIREMENTS

- For holidays outside the UK you will require a full 10 year British passport with at least six months validity after your date of return to the UK. They are also required for day-trips to France and Belgium.
- Holders of non British (Full) Passports may be subject to differing visa requirements to those stated above and you are advised to consult your travel agent or the appropriate embassy to seek clarification.
- It is your responsibility to obtain correct documentation to travel and full cancellation charges will be levied if you fail to do so.

## 12. SAFETY

We recommend that you check Foreign Office Travel Advice relating to the country you have chosen to visit before you make your booking. This information can be found on the Internet at [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo) or at [www.abta.com](http://www.abta.com). It is important that you exercise the same care and attention to your personal safety and possessions as you would at home; we recommend that you remain in well-lit, populated areas if out walking at night and try to avoid displaying expensive jewellery.

**13. BROCHURE ACKNOWLEDGEMENTS** This brochure was published in October 2015. Door to Door Coach Holidays would like to gratefully acknowledge the large number of Tourist Organisations, Local Tourist Information Offices, hoteliers and attractions throughout the world for providing photographs for use within this brochure including...  
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**Important notice regarding information in this brochure:** Unfortunately, it is inevitable that some of the details contained within this brochure may have changed since the brochure was printed. We will endeavour to inform you of any material changes to any of the relevant details within this brochure when you book, either with your travel agent or with ourselves, as part of our commitment to quality customer service.

The UK Holiday Group Limited trading as Door to Door Coach Holidays is an Appointed Representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.