

## 19. PASSENGER BEHAVIOUR.

We want all our passengers to enjoy their holiday. However, you must remember that you are responsible for your behaviour and the effect it may have on others. If you or any member of your party is abusive, disruptive or behaves in a way which in our reasonable opinion could damage property or cause damage or injury to others or affect their enjoyment of their holiday, we have the right, after reasonable consideration to terminate your contract with us. In the event of this happening we will have no further obligations or liability to you. The coach driver / representative or authorised official is entitled to refuse you boarding if in their reasonable opinion you are under the influence of drink or drugs or you are being violent, abusive or disruptive. If you are refused boarding on the outward journey we will regard it as a cancellation by you and we will apply cancellation charges according to the scale in Section 10, if the refusal is on the return journey we have the right to terminate the contract and will have no further obligations or liability to you. If you are a group organiser (10+ passengers) you must complete and sign a group Disclaimer Form prior to travelling. This form can be obtained from our reservations team.

## 20. NO SMOKING POLICY.

We operate a strict no smoking policy on all our coaches. Comfort stops are made enroute. The smoking policy of other carriers and suppliers will vary, but in the majority of hotels we use, there is no smoking in any of the guest bedrooms or public areas.

## 21. PETS.

We do not allow pets to be taken on our holidays. However, Registered Assistance Dogs will normally be accommodated on UK holidays.

## 22. PICK UP POINTS, ITINERARIES, TRAVEL DOCUMENTS AND PASSPORT.

You are responsible for ensuring that you are at the correct departure point at the correct time, with the correct documents and we cannot be held liable for any loss or expense suffered by you or your party because of an incorrect passport or late arrival at the departure point.

Approximately one week prior to departure we will send you or your booking agent a travel ticket with confirmation of your pick-up point and new time if changed and all the necessary colour coded labels so that you receive them in good time for your holiday. Certain travel documents may have to be retained by us, your driver/courier will then issue them to you at the relevant time, if you lose a travel document after it has been issued to you we will require you to meet the direct cost charged by the carrier/supplier for the issue of a duplicate or replacement.

If you are a British citizen travelling outside the United Kingdom you must have a full UK passport valid for a minimum of six months after your scheduled date of return. Non-UK citizens must seek passport and visa advice from the consulates of the countries you plan to visit prior to making a booking for one of our holidays. The name on the passport must match the name on the ticket. If someone in your party changes name after the booking is made, you must tell us immediately so that we can issue the ticket in the new name.

Edwards Coaches Ltd. Reserve the right to modify itineraries at their discretion. Drivers regulatory hours or to conform to requests from the competent Authorities in the United Kingdom and/or any other sovereign state through which the tour will operate.

Included excursions are detailed on the relevant brochure page and refunds will not be made for any excursion not taken. Admission fees to buildings, grounds etc. are not included in the price of the holiday unless otherwise stated on the relevant brochure page. Edwards Coaches reserve the right to return home earlier than stated on itinerary due to unforeseen circumstances, or operational reasons, without prior notice.

## 23. WHAT HAPPENS IF I AM DELAYED?

Your travel insurance may cover you for some delays. In addition where you are delayed for more than six hours in any one day, we will seek to minimise any discomfort, and where possible, arrange for refreshment and meals. If you are delayed at the airport, it is the responsibility of the airline to provide you with appropriate refreshments and meals. Edwards Coaches reserve the right, in the unlikely event of a coach breaking down, to replace the tour coach with a standard coach.

## 24. DO I NEED TO TAKE OUT TRAVEL INSURANCE?

We strongly advise you to take out travel insurance to cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. You do not need to take out our travel insurance but you **must** have insurance that is at least as good or better than the insurance we offer. If you do not take out our travel insurance you must advise us of the name and contact telephone number of your insurance company and policy number if applicable. If you do not have adequate insurance and require our assistance whilst on holiday, we reserve the right to reclaim from you any medical, repatriation or other expenses that we may incur on your behalf, which would otherwise have been met by insurers.

## 25. WHAT ASSISTANCE WILL YOU GIVE ME IF THINGS GO WRONG WHEN IT IS NOT YOUR FAULT?

If you, or any member of your party, suffer death, illness or injury whilst overseas, arising out of an activity that does not form part of your package travel arrangements or an excursion arranged through us in the UK, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits received under any relevant insurance policy to us. We limit the cost of our assistance to you and any member of your party to £5000 per party.

## 26. SPECIAL NEEDS.

Unfortunately many hotels overseas do not provide adequate facilities for guests with mobility problems or who suffers from other disabilities. Whether you are planning a holiday overseas or in the UK please notify us before you book if you or any member of your party has special needs or suffers from any disability. If you will need assistance or special facilities in the hotel or may have difficulties in taking part in excursions or boarding/ travelling on the coach or other means of transport you must let us know immediately because NOT all of our holidays may be suitable for you.

We will accept lightweight wheelchairs for travel, subject to them being able to be folded and stowed away in the luggage hold of the coach. We regret that we are unable to take wheelchairs, which are over 15kg (33lb) in weight. We MUST be advised at the time of booking that a folding wheelchair is being taken on the trip. If you do not tell us you are taking additional items we may not be able to accommodate them. Some attractions and tours may not be suitable for the disabled or passengers with walking difficulties. Electric scooters can be hired at most of our chosen destinations however, if you wish to take your own, due to health and safety and weight issues please contact our reservation staff for further information and guidance.

Clients that use nebulisers can take a small hand held (or personal) oxygen cylinder on the coach but for those that need large oxygen cylinders you must arrange for them to be sent directly to the hotel. We cannot carry large cylinders in the lockers/luggage areas for UK or European Tours.

## 27. SPECIAL REQUESTS.

If you require a special diet please tell us prior to booking or as soon as you are medically advised, if possible please send us a copy of the diet. We will notify the hotel(s) on your holiday but please note some hotels may not have facilities to cope with special diets and we cannot be held liable for their failure to do so. You should also detail any other requests - for example, low floor a particular room or location etc. we will pass your request to the relevant supplier but this does not necessarily mean that your request is definite. If a request can be fulfilled you may incur an extra charge, payable either to us or direct to the hotel. Please note that requests cannot be guaranteed.

## 28. SINGLE OCCUPANCY.

Single occupancy of rooms when available may be subject to a supplementary charge and this will be shown on the brochure page or advised at the time of booking. NB If you are charged a Single Room Supplement (SRS) it does not mean that your single room is of a better quality or larger in size to any other single room.

## 29. ENTERTAINMENT.

Some of our hotels arrange additional entertainment. Where this is part of the holiday, details are given on the respective brochure page. Where it is not specified it may still be available but is at the discretion of the hotel and is not guaranteed. It may be withdrawn if there is lack of demand or for operational reasons. The hotel reserve the right to change entertainment, once authorisation has been approved by Edwards Coaches, at their discretion.

When booking "ticket only" for an Edwards Live Event please note they are non-returnable/ non-refundable.

## 30. DATA PROTECTION ACT.

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 measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as hotels, transport companies etc. The information may also be supplied to security or credit card 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 information on to any person not responsible for part of your holiday arrangements. This applies to any sensitive information that you give to us such as details of any disabilities or dietary/religious requirements. If we cannot pass this information on 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. Please note that where information is held by your travel

agent, this is subject to your agent's own data protection policy.

Your data controller is Edwards Coaches Ltd. You are entitled to a copy of your information held by us. If you would like to see this, please contact us.

We retain your full contact details and other information in secure files and electronic storage facilities. We may use this information to contact you by mail, telephone or electronic means. We will provide you with details of other goods and services including those of selected third parties. If you do not wish to receive further information about products and services, please write to the Marketing Manager.

## 31. BOOKING ON LINE

Please remember before you proceed to book a holiday on line, please read our on line booking Terms & Conditions very carefully.

## 32. DOOR TO DOOR PICK UPS

Please make sure you refer to the Door to Door pick up page 141 for any supplementary charges for passengers living outside the designated areas.

## 33. TRAVELLING WITH CHILDREN

Following recent guidelines from the British Foreign Office, single parents or other adults travelling alone with children should be aware that some countries require documentary evidence of parental responsibility before allowing lone parents to enter the country or, in some cases, before permitting the children to leave the country. The advice strongly suggests that any child or children who travels with a grandparent, aunt etc, must have a signed letter of authority from either the parents or legal guardians of the child and this must be carried with the child's passport, giving permission for the child or children to be taken out of the U.K. (For further information on exactly what will be required at immigration, please contact the appropriate embassy or visit [www.fco.gov.uk](http://www.fco.gov.uk)).

## 34. PUBLICATION DATE AND DETAILS.

This brochure was published in the United Kingdom by Edwards Coaches Ltd, Newtown Industrial Estate, Llantwit Fardre, Pontypridd, CF38 2EE in October 2011.

# General Information (Not part of your contract)

## Your Holiday Price

Your holiday price includes, a) transport from any of our joining points specified in this brochure. b) Hotel accommodation and meals as specified in the individual holiday descriptions contained in this brochure, (the half board price on British and Continental holidays includes breakfast or continental breakfast and dinner, commencing with dinner on the first day and terminating with breakfast on the last day, except where otherwise stated), c) VAT at 20% where applicable, unless otherwise indicated in the holiday description, entrance fees, guide fees, sightseeing tours and optional excursions are not included in the holiday price. Some hotels may make a small charge for tea and coffee served after dinner. Gratuities to hotel staff and driver/coupons are not included and are discretionary. We reserve the right to increase or decrease holiday prices shown in this brochure but will not do so after your booking has been confirmed except in the circumstances detailed in Section 6 of our Trading Charter above.

## Luggage

We insist that all passengers must keep luggage to a medium sized suitcase and weighing no heavier than 18kg (39.6lb), 2 suitcases for Cruises. In addition a small hold-all may also be taken on the coach. We reserve the right to refuse to carry any passengers exceeding the above limits and you will be asked to remove excess weight. Overnight bags can be used but any luggage left on coach is at your own risk and we cannot be held responsible for any damage or loss to your property. Please note that at some hotels, particularly on the Continent, portage is not always available between the coach and the hotel. It is unlikely that luggage or personal belongings will be covered by your insurance if left unattended or in an empty vehicle overnight and you must therefore take all belongings with you at overnight stops. All luggage and belongings should be insured to full value and all personal items such as jewellery, cameras, watches etc, should be carried on the person. It is your responsibility to ensure that your luggage and belongings are loaded on to the coach on which you are travelling, especially at ports, interchange points and on leaving the hotels. You should ensure that you attach the Edwards colour coded luggage label provided by us to your suitcase. We accept no responsibility if you leave or lose your luggage or your luggage gets damaged in transit.

## Routes

Routes shown in this brochure may have to be changed on occasion due to traffic conditions or for other reasons and in consequence it may not be possible to pass through all the places mentioned in an itinerary. Furthermore stops can only be made at a limited number of places according to the time available. Some excursion itineraries include the use of ferries and other forms of transport, which can be affected by inclement weather and may have to be cancelled, in such cases we will seek to provide a suitable alternative. Published running times of services are estimates which may be affected by circumstances outside our control. We reserve the right to change excursions or itineraries without notice when appropriate for operational reasons without compensation.

## Child Reductions

We will give you a 25% discount for children between 3 to 15 years of age providing they are sharing a room with two full fare-paying adults. Discounts on certain destinations such as Euro Disney and Blackpool fluctuate, you should therefore check with our office if not indicated on the individual brochure page.

## Hotel and Meal information

Hotels have been carefully selected to provide clients with good value for money and range from smaller family owned hotels to large luxury hotels. On centred holidays a description of the main hotel is given in the holiday itinerary on the relevant brochure page. The onus is on the customer to ensure that the hotel, resort and itinerary are suitable for their needs. Almost all of our holidays include breakfast and dinner daily (half board) except where stated Set menus are usually provided on Continental holidays and on some British holidays. Please remember when travelling abroad that food served will vary from country to country and on occasions may be prepared and served differently from the way we are used to Breakfast on the Continent usually comprises rolls, butter, preserves and coffee although some hotels now provide a Continental buffet breakfast in Britain, English breakfast is usually provided. Please remember when booking that hotel standards do vary and that the standards of hotels are often reflected by the difference in holiday costs. Some hotel amenities such as lifts, swimming pools etc., at times require servicing and/or cleaning and we cannot guarantee that they will always be available. Similarly, weather, lack of demand and seasonal opening times can also affect the provision of entertainment or outdoor amenities described in this brochure.

## British Hotels

Our hotels range from small family owned to reputable hotel chains. Hotel ratings are described on the brochure page. The absence of a star rating or equivalent does not necessarily mean a lower standard of hotel, but merely indicates the respective hotels non-membership of the rating organisation or waiting for inspection.

## Continental Hotels

On centred holidays we have given a description of the main hotel or hotels. En route hotels vary, but as an indication we use 2 or 3 star or equivalent rated hotels in Belgium and France and 3 star or equivalent rated hotels in Austria, Germany, Italy and Switzerland, and these may be in a centre or far access regions on the outskirts of town. All hotels used on the Continent provide rooms with bath/shower and WC as a minimum. In some countries twin rooms may comprise what appears to be one bed but having a double base and headboard with separate mattresses and duvet or bedding. A three bedded room is often a twin room with an extra bed added. An Austrian twin bed is a double bed with 2 mattresses. The onus is on the customer to ensure the holiday is suitable for their needs.

## Single Rooms

The number of single rooms is limited and on some UK and most Continental tours there is a supplementary charge (Single Room Supplement (SRS)) as shown on the individual tour details in the brochure.

NB If you are charged a Single Room Supplement (SRS) it does not mean that your single room is of a better quality or larger in size to any other single room. It is therefore advantageous to share a twin room with another person.

## Important Notice

We reserve the right to refuse, accept, cancel and/or not proceed with any booking at any time at our sole discretion. All contracts between Edwards Coaches Limited and its clients are made on the terms of the booking conditions which are governed by English Law and both parties shall submit to the jurisdiction of English Courts at all times.

Unfortunately, it is inevitable that some of the prices or details contained within our brochure may have changed since it was printed. We also reserve the right to correct errors at any time prior to the price being confirmed at the time of booking. When you book your holiday you will be informed of any changes to any of the relevant details within our brochure which have occurred prior to you making your booking.