



Two Rivers Travel Ltd. Registered Address: 233 Hemdean Road, Caversham, Reading, RG4 7QX. Registered In Cardiff: No 6282433. VAT No. 928585869

Short Break Holidays Terms and Conditions

General

We want to make sure that your Short Break Holiday goes well and that travelling on a Two Rivers Travel coach is an enjoyable experience that you will want to repeat. The best way for this to happen is to operate under a set of Terms and Conditions that are reasonable and fair. These Terms and Conditions apply to all Short Break Holiday sold from our brochures, fliers, adverts and website. They set out clearly the responsibilities that we at Two Rivers Travel Ltd. (the company) have to you and which you in turn have to us when a contract is made between us.

Your contract with the company

Booking, Deposit and Payment

Your contract is made when you make a booking with a deposit payment and we accept it by written confirmation under these terms and conditions. The balance of the Short Break Holiday price is payable 8 weeks before the start of the Holiday and we will send you your travel tickets as confirmation of your payment. Your obligations are to pay the price of the Short Break Holiday and to recognise your liabilities if you wish to change the Short Break Holiday or have to make a cancellation. On our part we have obligations to provide all road transport and to arrange all other elements of the Short Break Holiday you have booked. Our specification of that Short Break Holiday is clearly stated in our brochures and publicity and in the itinerary. Your contract is subject to English law.

Changing your booking

If you wish to change to another of our Short Break Holiday we will do our utmost to make the changes provided that notification is received at our offices from the person who made the booking. Changes must be received by us no later than 8 weeks before the start of the Short Break Holiday. We will charge you 10% of the original booking price to cover administration costs plus any additional cost for the revised booking. Changes and cancellations should be notified directly to the company.

If you cancel your booking

Bookings cancelled more than 8 weeks before the start of the Short Break Holiday will be refunded less 10% administration charge and less any un-refundable costs to the company, such as hotel or entry charges, ferry charges or any other relevant charge. No refunds will be made for cancellations received less than 8 weeks before the start of the Short Break Holiday. You may wish to include this in your insurance cover (see below).

Insurance

It is a condition of booking that you have adequate insurance cover for our Short Break Holidays. Before the start of your Short Break Holiday we will ask you to give us details of your insurers, policy number and the emergency contact number stated on your policy. Changes in the law relating to Holiday Insurance, means that we cannot offer you Holiday Insurance as part of our package, or offer advice about insurance.

We can give you details of a broker who specialises in coach holiday insurance, please ask when you book.

Surcharges

Our Short Break Holidays are planned a long time in advance and we want to give you as competitive a price as possible. But changes in prices, particularly in fuel, may make it very difficult for us to operate the Short Break Holiday and we reserve the right to pass on extra costs. A surcharge will only be made if extra costs exceed 10% of total price, 2% of which will be paid by Two Rivers Travel. Surcharges will not be imposed within 30 days of the date of travel. We reserve the right to increase or decrease our Short Break Holiday prices at any time but not after your booking has been confirmed, surcharges apart.

Behaviour and conduct

If you have purchased tickets on behalf of other persons their conduct and behaviour is your responsibility as the contract is between you and the company. Any damage or breakages caused by you or anyone for whom you have made a booking will be your responsibility and any subsequent costs and losses to the company will be passed to you for payment.

If the behaviour or condition of any person or group of persons is such that the driver considers they are unfit for travel, or causing a danger or nuisance in any way, they will be refused travel and /or asked to leave the vehicle. The company will not be liable for any further journey or accommodation costs incurred nor will the company be liable for any costs incurred as a result of refusing travel to any person as a result of their behaviour or fitness to travel. The decision of the driver will be final.

We do not allow alcohol on our coaches. For travel to and from some sporting events and in the whole of Scotland it is illegal to have alcohol in the coach. It is your responsibility to ensure you and your group complies with these rules.

Travel times and Pick-up Points

Make sure that you are at the correct pick-up point in good time, as the time on your ticket is when the coach leaves and we do not want you to miss it. We suggest you aim to arrive ten minutes earlier to avoid having to rush. The coach only picks-up where passengers have booked. You must show your Short Break Holiday ticket to the driver in order to board the coach. During the Short Break Holiday, listen carefully to the driver for instructions regarding times and places to be picked-up. If anyone misses the coach or has to get off it for any unscheduled reason, we will not bear any responsibility, nor pay any further costs for travelling or other expenses. We will only pick-up at the points advertised in our Short Break Holiday Timetables.

Other Terms

Conditions of Carriage

- During all travel by road in the United Kingdom the Public Service Vehicle (Conduct of Drivers Inspectors Conductors and Passengers) Regulations 1990 as amended, apply. Details of the Regulations can be obtained from the company at the registered address.
- Seat belts must be worn at all times, failure to do so is at the passenger's risk.
- It is illegal to smoke on a coach.
- When you travel on an aircraft, train or vessel, the conditions of carriage of that carrier apply and are subject to national and international conditions which may limit or exclude liability.
- With the exception of guide dogs, we do not allow pets or any other animal onto our coaches except by prior written agreement.
- On a Short Break Holiday you may not play a radio, CD, cassette, MP3 or similar music player on the coach, or, to avoid a nuisance to our passengers, to use a mobile phone.

Personal belongings

All luggage, coats and personal belongings are carried entirely at the owner's risk. Please do not leave unattended items anywhere. If we find any lost property we will hold it and deal with it under current lost property regulations.

Luggage allowance and purchases

It is illegal to overload a coach so we have to limit the amount of luggage for each passenger to one medium sized suitcase weighing no more than 20kg (defined as not exceeding- Height 70cm x Width 30cm x Depth 45cm) plus an item of hand luggage. If you are planning to buy anything in quantity, that is large or heavy, the agreement of the driver is needed before it can be carried in the coach. The driver can refuse to carry any luggage that exceeds these limits.

Travelling Abroad

Any travelling abroad is subject to the Local Laws and Regulations. Please remember that every passenger must have a valid passport when they travel. Passengers who do not have EU citizenship are responsible for checking if they need Visas for the countries being visited. We are required to provide a passenger list before travelling abroad and will ask you for relevant details before the date of travel. Every person booked on the Short Break Holiday must have the correct documentation or we cannot allow them to travel on the day. In some countries, there are restrictions on where children can sit in the coach, and on some days children may be prohibited from any travel by coach.

Customs limits

There are limits on the purchase of alcohol and tobacco products brought back into the UK from abroad. Any detention, confiscation of goods or charges, is entirely the responsibility of the passenger concerned. To be fair to other passengers, the coach will not wait for persons detained for questioning. If a person is detained and misses the coach, we will not bear any responsibility, nor pay any further journey costs.

Access, mobility and other requirements including dietary needs

We are all different with different capabilities and requirements. This makes it difficult to say in general terms how suitable any venue or food menu is. If you have any concerns about the suitability of a Short Break Holiday for your capabilities, or dietary requirements if food is included in the ticket price, please let us know before booking and we will do our best to help. We cannot take responsibility for any disappointment caused on a Short Break Holiday due to lack of investigation or failure by a passenger to disclose details that could have prevented this, such as pre-existing medical conditions, walking difficulties or specific dietary requirements.

Carriage of wheelchairs and electrically powered wheelchairs and scooters

We want everyone to enjoy coach travel with us and will do all we reasonably can to help passengers with restricted mobility. However it is illegal to overload our vehicles and we will not ask or expect our staff to lift large or unwieldy items at the risk of their health. If you want to bring wheelchairs, electric powered wheelchairs and scooters onto a coach you MUST get our agreement first. Our driver will refuse to carry any item if it is too large, too heavy or there is insufficient room for it and the company will not be liable for any cost caused by disappointment, or inability to travel by any person under this condition. So please check with us first.

Our Promise to You

Your Short Break Holiday price

All prices we quote are per person for a reserved seat on the coach and include the cost of all admissions, refreshments and other items specifically mentioned as included in the price. No other items are included. All prices are based on the current standard rate of VAT (17.5% at the time of writing) except actual travel, which at present is zero rated. The price of your Short Break Holiday is subject to surcharges on the following items: transportation costs including cost of fuel; dues; taxes or fees chargeable for services such as landing taxes or embarkation fees at ports or airports.

If we change your Short Break Holiday

We make the arrangements for each Short Break Holiday many months in advance and, sometimes, changes are unavoidable. Most are very minor but where they are significant we will tell you as soon as reasonably possible before the date of travel. Significant changes include: not visiting a destination in an itinerary, a change of pick-up point or time, road closure or inability to gain access to a location using a coach. In this case you may decide to: continue with the amended Short Break Holiday, accept an alternative Short Break Holiday which we may offer to you, or cancel the booking. Any refund will be limited to the price you paid for your ticket(s).

If we cancel your Short Break Holiday

It is a great disappointment to have to cancel a Short Break Holiday, but it does occasionally happen. It may be due to a lack of demand or operational reasons beyond our control. If this happens you will receive a full refund of all the money you have paid for the cancelled Short Break Holiday or, if you wish, you can book a suitable alternative. Any refund will be limited to the price you paid for your ticket(s).

Journeys, Delays and Incidents

We plan our Short Break Holiday very carefully, but unforeseen changes may result in delay or inability to reach a destination. We will make all reasonable efforts to complete all journeys described in a Short Break Holiday but we will not accept responsibility for any consequence as a result of failing to complete an itinerary. If your journey is particularly crucial we recommend you consider insuring against this risk.

Change of vehicles

There are times when, for operational reasons, we have to provide a vehicle with a different seating layout and / or facilities than usual. We may have to change on route and even to two or more smaller vehicles. Our main purpose is to continue with your Short Break Holiday with the least disruption as possible and so we cannot guarantee the facilities or seating in order to do so. This is only as a last resort.

Our Responsibility to you

Your contract is entered into with Two Rivers Travel Ltd. All other organisations or subsidiaries of the company involved at any time in the booking or management of your Short Break Holiday shall be deemed to act as our agents. We accept responsibility for putting together a workable itinerary and for providing all travel by road in the itinerary. We also accept responsibility for using all reasonable care when selecting the suppliers of all other elements of the Short Break Holiday you have booked and when making, on your behalf, the contracts under which those elements are supplied. We do not accept responsibility for any loss or liability arising from: failure by any omission of any supplier of those elements of the Short Break Holiday other than road transport or any act or omission of any employee agents or sub-contractor or any such supplier.

If you have a comment or complaint

We do like to know that we are getting things right, not from vanity but from a real desire to give you the best Short Break Holiday. The best way to do this is to talk to our customers. Any comment or praise either for a particular driver or Short Break Holiday is treated as seriously as a complaint. It helps us to decide whether things need to be changed or can stay as they are. Please feel free to write, phone, email or tell the driver of your views.

If you have a complaint

We want you to have the best possible time when travelling with us so if you feel you have to complain about us we take this very seriously. If you have a complaint during your Short Break Holiday then please tell our driver as soon as he or she has stopped driving, unless there is a hazard or safety issue. The driver will do his or her best to help you there and then. If it cannot be put right on the spot, you must tell us in writing within 14 days of the completion of your Short Break Holiday and this must be sent to: Customer Complaints, Two Rivers Travel Ltd. 233 Hemdean Road, Reading, RG4 7QX. We will acknowledge receipt of your complaint and undertake to investigate it promptly. If this is likely to take some time we will let you know and keep you informed of progress. We aim to resolve all complaints amicably. During our busy periods, such as May to August they may take us longer to respond to.

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