



Days Out Fair Trading Agreement

This Fair Trading Agreement applies to all Days Out sold from our brochures, fliers, adverts and website. It sets 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 is made when you make a booking and we accept it by written confirmation (your travel ticket) under the terms of this agreement. Your obligations are to pay the price of the Day Out and to recognise your liabilities if you wish to alter the Day Out 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 Day Out you have booked. Our specification of that Day Out is clearly stated in our brochures and publicity and in the itinerary. Your contract is subject to English law and jurisdiction.

Your contract with the company

If you change your booking

If after your ticket has been issued, you wish to change to another of our Days Out 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 midday of the last working day before the date of travel. 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

Days Out tickets cancelled more than 7 working days before the date of travel will be refunded less 10% administration charge and less any un-refundable costs to the company, such as entry charges, ferry charges or any other relevant charge. No refunds will be made for cancellations received less than 7 working days before the date of travel.

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 Day Out 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 Day Out 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.

If you have a comment or compliment

We do like to know that we are getting things right, not from vanity but from a real desire to give you the best Days Out. The best way to do this is to talk to our customers. Any comment or praise either for a particular driver or Day Out 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.

Personal belongings

All luggage, coats and personal belongings are carried entirely at the owner's risk. Please do not leave unattended items anywhere.

Conditions of Carriage

During all travel by road in the United Kingdom during any Day Out, 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.

On any Day Out abroad, travel is subject to the Local Laws and Regulations. 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. Seat belts must be worn at all times, failure to do so is at the passenger's risk. It is against the law to smoke on a coach.

Days Out Abroad

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 when booking. Without the correct documentation you will not be allowed 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.

Luggage and purchases

It is illegal to overload a coach. If you are planning to buy anything in quantity, that is large or heavy, you must ask the driver first if it can be carried in the coach. 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.

Other Terms

On board the coach

On a Day Out you may not bring a pet or any other animal, other than guide dogs advised to the company in advance, or play a radio, CD, cassette, MP3 or similar music player on the coach. To avoid a nuisance to our passengers on a Day Out we ask you not to use a mobile phone.

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 Day Out

ticket to the driver in order to board the coach. During the Day Out, listen carefully to the driver for instructions regarding times and places to be picked-up. If you miss the coach or have to get off it for any unscheduled reason, we will not bear any responsibility, nor pay any further journey costs. We only pick-up at the points advertised.

Your requirements and mobility

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 Day Out 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 Day Out 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.

Our Promise to You

Your Day Out price

All prices we quote are per person for a reserved seat on the coach and include the cost of all admissions and refreshments as described in the general description of the tour. All prices are based on the current standard rate of VAT (17.5% at the time of writing). Only refreshments and admissions described in the tour description are included in the price. The price of your Day Out 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. 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 Days Out prices at any time but not after your booking has been confirmed, surcharges apart.

If we change your Day Out

We make the arrangements for each Day Out 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; or a change of pick-up point or time. In this case you may decide to: continue with the amended Day Out, accept an alternative Day Out which we may offer to you, or cancel the booking.

If we cancel your Day Out

It is a great disappointment to have to cancel a Day Out, 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 Day Out or, if you wish, you can book a suitable alternative.

Change of vehicles

There are times when, again, 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 Day Out with as least disruption as possible and so we cannot guarantee the facilities or seating advertised in order to do so.

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 Day Out 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 Day Out 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 Day Out other than road transport or any act or omission of any employee agents or sub-contractor or any such supplier.