

Passenger Terms and Conditions for Day Trip Excursions

Terms of booking and payment

1. Making a booking

Passengers must contact us via telephone, email or in person:

Telephone **01978 756106**

Email info@straffordscoaches.co.uk

Straffords Coaches Units 7 & 8, Five Crosses Industrial Estate Minera, Wrexham,
LL11 3RD.

2. Making a payment

Passengers must make full payment in advance and at the time of booking. In order to make payment against a booking we can be contacted on the details as above or alternatively you can use our Day Trips webpage PayPal button, to purchase seating as required.

3. Official joining points

Passenger pick/up drop-off locations (Wrexham)

Minera Bus Stop
Five Crosses, Coedpoeth Bus Stop
Smelt Chip Shop, Coedpoeth Bus Stop
Rowland Chemist Coedpoeth Bus stop
Lloft Wen, Coedpoeth Bus Stop
Southsea Post Office Bus Stop
New Broughton Bus Stop
Bus stop, Old Fire Station, Wrexham
Acton Corner, Wrexham Bus Stop
Four Dogs, Wrexham Bus Stop
Garden Village Shops Bus Stop
Smithy Garage Bus Stop

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1. **Booking** - You may book a day trip excursion by telephone, email or in person. Full payment is required at the time of booking. Payment may be made by cash, or online electronic transaction via our webpage as detailed herein. Your booking will be confirmed with the issue of a Travel Ticket to your email address as provided by you and will advise your joining point, time and allocated seat number(s).
2. **If you change your booking** - If, after your travel ticket has been issued, you wish to change any named parties on the booking, you may do so free of charge. Any changes you may need to make to your pick up point, you must do so 14 days prior to departure. Changes by you requesting an alternative pick up point for any parties on the booking we will try to accomodate if we have availability to do so. If we are unable to accomodate then the pick up point confirmed in your travel ticket issued at the time of booking will still stand.
3. **Payment** -The person making a booking does so on behalf of all persons named on it, and he/she will become directly responsible to the Company for the payment of the total price and if applicable, for the cancellation charges and disbursements of any funds.
4. **Cancellation** - We do not offer a refund for cancelled tickets however, once the trip is fully booked (determined by all seats on the coach being sold) we will endeavour to re-sell any cancelled tickets and if successful we will credit your account here with us and those monies can be used towards a future day trip.

Straffords Coaches Ltd accepts no liability for any loss incurred if the day trip does not go ahead due to inclement weather or unforeseen circumstances beyond its control, or if the trip departs but fails to arrive at the destination.

5. **Our cancellations and amendments** - We reserve the right in any circumstances (including failure to reach sufficient numbers) to cancel your trip and in this event we will return to you all money you have paid to us. The arrangements for our excursions are made many months in advance. Sometimes minor amendments (such as to departure times or pickup points) are unavoidable and we reserve the right to amend details when required. We will do our best to keep you informed. For major amendments, such as cancellation due to insufficient bookings, passengers will be offered the choice of an alternative day trip if available, or a refund in full of all monies paid. Either way, Straffords Coaches Ltd, will be exempt from any further liability.

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6. **Missed departure** - Your Travel Ticket clearly shows the departure point and time, if a time is not specified then we will contact you 7 days prior to the trip and advise you by telephone of this time. 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 passengers because of their late arrival at any departure point. All Drivers/Tour Managers have a list of passengers joining at each point shown on client's tickets, and in the event of clients not being at the arranged point they will endeavour to trace them. **The coach will wait a reasonable time, but if a client is delayed or not able to join the coach early notification will avoid unnecessary delay and inconvenience to other passengers.**
7. **Delays/missed show/events etc** - We arrange departure times to give reasonable allowance for delays which may be incurred en route to venues. In the event of delays beyond our reasonable control (eg roadworks/accidents etc), liability is restricted to returning you to your point of departure.
8. **Coach breakdown** - In the event of coach breakdown, we will normally be able to provide alternative transport arrangements in sufficient time to avoid a major impact on the day. If the day is severely curtailed as a result of coach breakdown, then the company will accept liability and passengers will be offered the choice of an alternative tour if available or a refund in full of all monies paid. Either way Straffords Coaches Ltd shall be exempt from any further liability.
9. **Coach seating** - Coach seats are normally allocated at the time of booking and subject to availability at the time. However, seat locations cannot be guaranteed because occasionally it may prove necessary to reallocate seating due to circumstances beyond our control (for example change of original coach).
10. **Journey times, pick up and return schedules** - Although you will be provided with anticipated details at the time of booking, these cannot be guaranteed and may change due to circumstances beyond our control. **Special requests** if you have a special request, we will do our best to help, but we cannot guarantee that it will be fulfilled. Please inform us of your request before you make your booking.
11. **Passenger behaviour** - Straffords Coaches Ltd reserve the unconditional right to refuse a booking or terminate a clients booking in the event of unreasonable conduct which in our opinion is likely to cause damage, distress, danger or annoyance to other clients,

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employees, property or to any third party. If you are prevented from travelling or continuing your excursion/day trip by such a termination our responsibility for your excursion thereupon ceases. Full cancellation charges will apply and we will be under no obligation for any refund, compensation or loss which you may incur.

12. **Passengers with disabilities** - Should you or a member of your party have any medical conditions or disability that may affect the excursion/day trip/show or event, please advise us prior to confirming the booking so that we can advise you as to the suitability of the excursion/day trip/show or event. If a passenger requires assistance then they must travel with an able bodied carer or friend. We will make every effort to accommodate the passenger. Please contact us with regard to our policy on wheelchairs and mobility scooters.
13. **If you have a complaint** - If you have a complaint during your excursion, please inform, in the first instance, inform our driver who will do his/her best to help you there and then. If the matter is not resolved on the day please contact the office on contact number 01978 756106 to discuss the matter.