

HOW TO BOOK

You can reserve places on our day excursions by phoning 07882789454 or visiting our website – www.exleystravel.com . Our phonedlines are open during normal office hours should you wish to book a day excursion over the phone.

PAYMENT

Please note that all reservations must be paid for at the time of booking. Bookings can be accepted subject to availability. Once paid you will be issued with the appropriate excursion ticket and confirmation of payment.

RESERVING NUMBERED SEATING

Seats can now be reserved in wither the front, middle or rear section of the coach. These are priced and are available to reserve when booking your day excursion either online or via the telephone. Particular seat numbers of your choice can be reserved in advance and are on a 'first come, first served' basis (please note this must be done over the phone). Please be aware that seat numbers are not allocated on internet bookings. The Company reserves the right to change seat allocation or vehicle without notice.

REDUCTION FOR SENIOR CITIZENS & CHILDREN

Children aged 1 year and over and Senior Citizens are often carried at reduced rates. Children under 12 months of age are carried free of charge on UK day excursions provided they do not occupy a seat and that we are notified at the time of booking. In consideration of the comfort and well-being of all our customers, we are unable to take children under 12 months of age on our European day excursions.

PICK UP POINTS & TIMES

Your confirmation and tickets are emailed to you after booking, your travel ticket can be downloaded from the link in your confirmation email. This will confirm the exact departure time from your requested pick-up point, unless you are joining our feeder service, when we will confirm exact pick up times 5 days prior to the date of travel. All passengers are requested to be at their chosen pick up point at least 15 minutes before the scheduled departure time. The Company will not be held responsible for the late arrival of passengers or passengers not being at the correct pick up point. No refund will be made for passengers arriving after the scheduled departure time nor shall the company be held responsible for the late arrival of coaches due to circumstances beyond our control (i.e. traffic & weather conditions). Return times shown in our day excursion brochure/leaflet are merely as a guide.

FEEDER VEHICLES

To reduce coach pick up times to a minimum, a feeder vehicle may be used and passengers transferred to meet the excursion coach at one of the main pick up points. The feeder vehicle may be a coach, minibus or taxi.

FOR YOUR COMFORT

The consumption of alcohol is NOT permitted and by law, we operate a strict no smoking policy on all our vehicles. The use of electronic cigarettes is NOT permitted on our vehicles and the use of mobile phones on vehicles is NOT permitted other than in an extreme emergency.

YOUR COACH

Exley's Travel as a tour operator books and hires coaches of other companies to be hired in for our own run day excursions. We book the style and trim of the vehicle. Should the vehicle not be what customers were expecting on the day this is the coach hire company's fault and no refunds will be given in the case of a change of vehicle or trip described.

UNREASONABLE CONDUCT

We will refuse a booking or terminate a passenger's travel in the event of unreasonable conduct.

COMPLAINTS

Complaints should be made in writing within 7 days of the excursion by email to travel@exleystravel.com .

CANCELLATIONS, REFUNDS OR AMENDMENTS

A. BY THE COMPANY

Should the circumstance arise where due to insufficient bookings we are forced to cancel any excursion, all monies paid by passengers for that particular excursion will be refunded in full and following that the company shall be exempt from any further liability.

B. BY THE PASSENGER

You may amend your booking at any time prior to departure subject to the following conditions.

1. All bookings made are non-refundable. Meaning in the event of customer cancellation, no monies will be refunded.
2. For amendments to any booking, a £5.00 per person, per amendment charge is made.
3. You may also transfer to an alternative trip, however, the above cancellation charges will apply and any outstanding monies will be transferred to the new excursion.
4. If you cancel within 24 hours of the coach departure time, you will be charged £5 per person as an administration fee to reprint the load sheets and other trip information as this would have already been calculated. This £5 per person charge also applies to no-show customers on the day of the excursion.

The Company reserves the right to alter excursions or prices, or cancel any excursion listed. Admission charges are included in the price unless otherwise stated.

FORCE MAJEURE

Exley's Travel cannot accept any responsibility for any disruption prior to/during or after an event, arising out of matters of which we have no control, e.g. war, threat of war, riot, fire, flood, bad weather, industrial dispute, Acts of Terrorism or government action. We always allow plenty of time for the journey to a concert or event. In the unlikely event of a coach failing to arrive at the venue, or arriving after the show or performance has begun, Exley's Travel accepts no responsibility for any such failure caused by accident, mechanical breakdown, bad weather, traffic or external forces outside of our control. No travel costs will be refunded once a journey has commenced.

WHEELCHAIRS

Subject to our vehicles' loading capacity, we can sometimes accept lightweight manual wheelchairs, provided they are able to be folded and stowed in the luggage hold of the coach and weigh no more than 20kgs. When we have room we are also able to accept small mobility scooters/powered wheelchairs, subject to the following:-

- We are given details of the size and make of the powered wheelchair/scooter to enable checks to be made on the manufacturer's website that it is suitable for carrying on the coach.
- That the powered wheelchair/scooter will break down into separate parts each weighing no more than 20kgs.
- The disabled customer is accompanied at the point of departure and arrival by a companion who is able to dismantle and reassemble the powered wheelchair/scooter to enable stowage in the coach.
- The powered wheelchair/scooter is operated by dry cell batteries only.
- That we have sufficient additional room in the hold to carry the item.

We MUST be advised at the time of booking if you wish to take any of the above listed items is being taken as we have to consider the luggage capacity of the coach and we will let you know before accepting your booking whether we will be able to carry these items. Our drivers/excursion managers will be happy to provide general assistance to passengers but will not be expected to do any of the following:

- Our drivers and excursion managers are not permitted to assist customers with their eating or personal hygiene.
- Health and safety considerations mean we cannot lift or carry you and cannot provide medical services such as giving injections.
- Our staff are unable to provide personal care services during the journey.
- Our staff are unable to dismantle or reassemble mobility scooters or powered wheelchairs that have been approved for travel.
- Exley's Travel will not accept liability for any damage to personal property howsoever caused.

LOST PROPERTY

Luggage is carried at the owner's risk and we shall not be responsible for any property or equipment left on the coach. Any item of lost property will be held for a period of 1 month following the date of the tour in accordance with the minimum regulation laid down by the Road Traffic Act 1960 & the Public Services Vehicles (Lost Property) Regulations 1995. There will be a minimum charge of £2.00 on collection from our offices in Seaford. Postage and packaging will be charged extra.

ENTRANCE FEES/ FARES ONLY DEALS

Entrance fees are included except where stated. If you have your own ticket for an event - or wish to visit friends or family somewhere - don't forget that 'fare only' prices are often available on many of our all-inclusive packages. Please phone our office for details.