



BOOKING TERMS & CONDITIONS

Making a Booking

For any enquiries please contact our booking team on 01434 683269, email us at info@baynestravel.com or visit www.baynestravel.com. A tour booking can be secured by completing a booking form.

Confirmation and Payment for the Tour

A deposit of £10 per person per tour secures your booking. An invoice for the balance will be issued 8 weeks before the date of travel, with payment due by 6 weeks before the tour. Any bookings made less than 6 weeks before departure need to be paid for in full at the time of booking.

Payment methods include cash at our office, by post, with a cheque and a completed booking form or by debit or credit card by telephone. Please make cheques payable to Baynes Travel. Please note that there is a £3 surcharge for credit cards. There is no additional charge for debit cards.

Cancellation

By the company

- i) All tours are operated on a minimum of 25 passengers. If that minimum number is not met then the tour may be cancelled up to 2 weeks before the excursion date. In this case all monies will be returned.
- ii) Certain unforeseen circumstances may result in us having to exercise the right to cancel an excursion. In this unlikely event, a full refund of monies paid for that excursion will be paid.

By the passenger – Excursion bookings

You may cancel your booking at any time prior to departure subject to the following conditions:

- i) All deposits paid are non-refundable
- ii) For cancellations notified to us more than 14 days prior to departure of the tour a full refund less the deposit will be made
- iii) For cancellations less than 14 days the full cost of the excursion will be charged.
- iv) Special cancellation charges may apply where admission tickets are purchased in advance.

By the passenger – Showtime Excursions

You may cancel your booking at any time prior to departure subject to the following conditions:

- i) All deposits paid are non-refundable
- ii) For cancellations made at any time prior to departure, a charge will be made for the full cost of the Showtime Excursion, unless the tickets are resold.

Changes to a Tour

Full details of our excursions can be found at www.baynestravel.com. We reserve the right to alter or amend the itinerary due to circumstances which may be beyond our control.

Families and Children

Children aged up to 16 are carried on child rates unless otherwise stated. Please note we cannot accept unaccompanied children under the age of 16. Family rates are based on 2 adults and 2 children.

Passenger information

It is the responsibility of passengers to be at the confirmed pick up points at the pre-advised departure time. Baynes Travel cannot be held responsible for any loss or expense incurred by passengers due to their late arrival.

We reserve the right to ask any individual whose behaviour is considered as likely to cause damage, distress or annoyance to the other passengers to leave the coach. In such circumstances any obligation by Baynes Travel to the individual concerned will immediately cease.

Passengers leaving an excursion early, for whatever reason, will not be entitled to a refund or compensation for any additional expenditure incurred. Any obligation by Baynes Travel to such passenger will immediately cease.

No Smoking Policy

We operate a strict no smoking policy on all of our coaches. This includes E cigarettes. We make planned, frequent comfort stops on all our excursions.

Feeder Vehicles

Feeder vehicles may be used to bring you to join the main coach. Please note that the feeder vehicles may be a coach, mini bus or saloon car.

Special Assistance

It is your responsibility to inform us at the time of booking if you require special assistance. We will endeavour to accommodate this. We will advise you on which tours will be suitable.

Insurance

We do not supply you with travel insurance and therefore it is up to you as an individual to arrange this.