

TERMS & CONDITIONS OF BUSINESS & OUR TRADING CHARTER WITH YOU

HOW TO BOOK You can book online or call us to check availability. We will hold your booking for 10 days during which time you should send a booking form together with your deposits of £60 per person. Final balances are due six weeks before departure and we are not able to send further reminders. If we do not receive your booking form before the final balance becomes due we must reserve the right to cancel your reservation as you will not have accepted our terms and conditions.

Please forward your signed booking to:

CHANDLERS COACH TRAVEL

158 Chemical Road, West Wilts Trading Estate; Westbury, Wiltshire. BA13 4JN. Cheques and postal orders should be made payable to: Chandlers Coach Travel Trust Account. We accept Visa & debit Master card. For your financial security all monies are held in a designated client trust account under EC directive 90314 until after your return from your holiday. Approximately two weeks before departure you will receive an itinerary with travel information and luggage labels.

SINGLE ROOM OCCUPANCY Single rooms have limited availability and can carry supplements which we pass on to you at cost to us. The booking of a single room obliges the customer to accept the supplement. The payment of a single room supplement does not imply that any room allocated will be anything other than a single room but may in some case be a double or twin room for sole occupancy.

PASSPORTS & VISA REQUIREMENTS A passport is essential for all holidays outside the United Kingdom. Please note that it is the responsibility of the traveller to ensure that their passport & visa requirements are met and are in order before they travel. We are unable to make refunds to passengers unable to travel due to them not being in possession of the necessary documents. NB: Most countries require a passport to be valid for at least six months beyond the length of your stay.

NON-EC CITIZENS Holders of non-EC passports may be subject to specific visa requirements for certain countries visited and they should check with the appropriate embassies or consulates to ascertain any visa requirements.

CONDITIONS OF CARRIAGE When travelling on an aircraft, train or ship the conditions of that carrier apply. The traveller is subject to National and International conditions which may limit or exclude liability. Your contract with us, made under our terms and conditions, is subject to English law and jurisdiction. The Public Service Vehicle (Conduct of Drivers, Conductors and Passengers) Regulations as amended 1990, apply to all coaches throughout any holiday in the UK.

FORCE MAJEURE Liability cannot be accepted where delays, changes or cancellations or the non-performance or improper performance of our obligations in whole or in part, are caused by events amounting to Force Majeure (i.e. any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid.) This includes events such as war or threats of war, riots or civil strife, terrorist activity, industrial disputes, natural or nuclear disaster, fire, adverse weather, poor snow conditions, high winds, traffic conditions or mechanical failure or other circumstances amounting to Force Majeure. We will, of course, use our best endeavours to resolve any situation in the best interests of our customers.

DELAYS In unforeseen circumstances, due to weather conditions, mechanical failure, an accident or some other reason, a delay cannot be predicted. Accordingly we cannot accept liability for any inconvenience or expenses you may incur. In the event of a delay, mechanical failure or accident, we undertake to do our utmost to remedy the situation or to arrange an alternative vehicle as quickly as possible.

PLATINUM CLASS COACHES We make every effort to operate coaches of the standard described in this brochure but cannot accept a claim on the basis of a substitute vehicle of a different specification to that described in our brochure being used as a replacement.

SPECIAL REQUESTS Any special requests (diets etc.) should be made in writing in the special requests box on the Booking Form. We undertake to ensure that we and our suppliers comply with these wherever this is possible but special requests cannot be guaranteed.

YOUR HOLIDAY PRICE The prices shown in our brochure were set when going to print, E&OE. Prices are subject to surcharge should the following costs increase: Fuel, Insurance, Ferry or other third party transport, any increases in VAT or other Government levy on package holidays/transport or any adverse fluctuations in currency exchange rates. We will absorb any amount equivalent to 2% of the holiday price. If this means you paying more than 10% on the holiday price you will have the right to cancel the holiday with a full refund of all monies paid. We will not impose any surcharges within 30 days of departure.

CHANNEL CROSSINGS Our preferred way to cross the channel is via Eurotunnel, however, we reserve the right to change to cross channel ferries should this be necessary for operational reasons.

WHAT'S NOT INCLUDED IN YOUR HOLIDAY PRICE Holiday Insurance, any charges that hotels may make locally for certain facilities such as sun beds, saunas, cots etc. Costs of Passports or Visas, entrance fees not stated in our brochure as being included, any excursion taken by a customer that is not part of our advertised product.

IF WE CANCEL YOUR HOLIDAY Whilst we advertise our holidays in good faith and make every effort to operate every product in our brochure we must reserve the right to cancel your holiday. All holidays operate subject to a minimum number of participants. In the event that we cancel your holiday all monies paid will be refunded to you in full.

IF YOU CANCEL YOUR HOLIDAY Only the booking form signatory may cancel your holiday. Cancellations must be made in writing and are effective only from the date we receive such notification. We charge cancellation fees in accordance with the following scale. You may be able to make a claim on your holiday insurance if your reason for cancellation falls within the terms of the insurance policy.

DAYS NOTICE PRIOR TO DEPARTURE DATE	CANCELLATION CHARGES (% of holiday price)*
More than 42	Deposit only
29-42	60%
0-28	100%

*The cancellation charge is calculated based on the total holiday price. At our discretion, we may allow the transfer of deposit payments to an alternative advertised Chandlers Holiday subject to availability. Any transfer will be subject to a £10.00 per person administrative charge. Please note: if only part of a booking is cancelled this may mean that the accommodation booked will be under occupied and may result in the remaining passengers having to pay any applicable supplements e.g changing from a twin or double room to a single.

ALTERATIONS AND AMENDMENTS We may charge an admin fee of £10.00 for any amendments made to your original booking. In the case of tours operating with our Door to Door Home Service, all addresses should be given on the booking form. Within 2 weeks of departure, pickup addresses may be cancelled but it may not be possible to amend them.

IF WE CHANGE YOUR HOLIDAY The arrangements we make for holidays are made many months, most often more than a year, in advance and changes are sometimes unavoidable. Most changes are minor but where they are significant we will notify you as soon as is practically possible. A significant change is one that involves changing your departure date, resort area or reducing the quality of your hotel. In the event of a significant change you have the right to cancel the holiday and have all monies paid refunded to you.

COMPLAINTS If you have a complaint during your holiday please inform the relevant supplier (eg hotel) and your Chandlers crew. It is essential that you report any problems as soon as they arise so that we may be given the opportunity to rectify the situation. If a complaint cannot be resolved during your holiday you should notify your Chandlers crew of your intention to write to us and do so within 7 days of returning from holiday.

RIGHTS OF REFUSAL We reserve the unconditional right to refuse a booking. We may also terminate a customers holiday if any conduct, in our opinion, is likely to cause distress, damage, danger or annoyance to other customers, our employees, property or any third party. We reserve the right to terminate the holiday of any person that subjects any member of staff to abuse of any kind. It is against the law to smoke at any time in any of our vehicles, this includes the use of 'E cigarettes'. You may not bring a pet, livestock or any other animal on board.

DRIVER AND COURIER Gratuities are a personal matter between you and your crew. We would respectfully ask that you do not arrange a collection for your crew members as this may cause offence to some passengers.

WHEELCHAIRS We are pleased to carry folding wheelchairs in the luggage compartment subject to there being space available. You should notify us of your intention to bring one at time of booking or as soon as you become aware of your need to have one with you. We will accept one small mobility scooter/power wheelchair per tour on request subject to the following:-

The scooter or powered wheelchair will break down into separate parts each weighing no more than 23kgs. 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.

ILLNESS OR INJURY WHILST ON HOLIDAY Should a passenger become ill whilst on tour we must recognise that the remainder of the passengers are still expecting to continue with their holiday or journey. Whilst every reasonable assistance will be given, Chandlers Holidays will still be under contract to continue the tour/holiday for the other passengers. In order for your Chandlers Crew to be of best assistance in a medical emergency your insurance documents should be to hand so the appropriate arrangements can be made quickly and efficiently.

LUGGAGE AND PERSONAL BELONGINGS Chandlers Holidays cannot be liable for any loss or damage to luggage and personal belongings however it may arise unless it is due to our negligence. In particular our insurers will not accept liability for the loss, theft or damage of any items left unattended. Money, Passports and other valuable items should not be left unattended on any vehicle or in luggage. All luggage should be clearly identifiable using the labels we provide with your holiday itinerary. Some of the hotels we use offer a porterage service for luggage, should you wish to use this service it will be at your own risk.