

GLOBE HOLIDAYS LTD DAY EXCURSION BOOKING CONDITIONS

EXCURSIONS

NORMAL CONDITIONS OF CARRIAGE APPLY

TICKETS – Must be produced when boarding the coach (either paper or on your phone) and checked by the driver, please keep them safe!

CANCELLATIONS

- (A) **BY THE COMPANY** – should circumstances arise where we are forced to cancel any excursion (e.g. minimum number not reached), all monies paid by passengers for that particular excursion will be refunded and following that the company will be exempt from liability. In circumstances beyond the company's control e.g. event cancellation by a third party, adverse weather or advice from a third party not to travel to the event/venue, no refunds can be made. Refunds will only be given if the third party makes a full refund to our company, subject to an administration fee. Depending on individual circumstances, Globe Holidays will offer a credit for the coach fare only, subject to an administration fee (plus third party refund if applicable). Globe Holidays will not be responsible for clients ticket purchases (museums/shows/timed entry visits, etc) should an excursion be cancelled. In the very rare event we have low numbers, excursions are usually cancelled approx 4-7 days prior to the excursion departing.
- (B) **BY THE CLIENT** – Once an excursion has been paid for and the tickets issued we will not be making any cash refunds – except at the company's discretion. We will, however, issue a credit note for half of the fare value (excluding any admissions) of the excursion providing you give the office (during office hours) more than 7 days notice of your intention not to travel, or if you wish to transfer to another excursion on sale (subject to availability) where an administration charge to cover any costs and cancellation charges will be applicable providing you give the office more than 7 days notice of your intention not to travel. Out of office hours cancellations must be confirmed by our Travel Centre staff before bookings are cancelled.

SEATS – Seats on the coach are allocated on a first come, first booked basis, therefore early booking is advisable. You will keep the same seat throughout the day. For operational reasons (especially on longer excursions e.g. London/Edinburgh or joint departures) you may have to change coaches during your journey – your seat allocation may change in certain irregular circumstances although this will be avoided as far as possible. As we have coaches with different seating arrangements (such as vehicles with rear WC/Servery and vehicles with centre WC/Servery) and smaller vehicles for feeder services. We reserve the right to allocate seats other than those you have booked, such as when we need to maximise the utilisation of the coach or if we join two departures to the same destination or nearby destination together. We cannot guarantee a particular seat.

CHILD FARES – Where stated, child prices in this brochure apply to children aged 2 – 16 inclusive, unless otherwise stated. Children under 2 may sit on a parent/careers knee but must be aware Globe Holidays are not liable and this is done at your own risk. Child prices are available on selected excursions, mainly where included admissions apply and do not apply to Supersaver day trips.

IMPORTANT NOTICE – Drivers will only wait for 5 minutes on outward journeys and 10 minutes on return journeys, after the given departure times, we will not be held responsible for any expense incurred by any person missing a pick up. We cannot be held responsible for time changes on the day due to heavy traffic.

WC – Whilst most of our vehicles do have a WC on board, these cannot be guaranteed for day trips. However, on most journeys of 2 ½ hours or more duration a comfort stop will be made.

DEPARTURE TIMES – These in most cases will be confirmed when your booking is made, though these can be subject to change. Otherwise we will advise you nearer the time. Once a booking has been made if you decide not to go due to a time change the above client cancellation policy will apply.

RETURN TIMES – Most excursions will depart on the homeward journey at approx 17:00-17:30hrs unless otherwise stated. Return times advised are only guideline. We cannot be held responsible for any change with occurs on the day, or be held liable for any expenses incurred by passengers due to the late arrival home of the excursion.

RETURN ROUTES – The order of drop offs will not necessarily be the reverse of the pickup points. This is left to the driver's discretion.

PICKUP ROUTES – We operate separate departure routes for our programme. On occasions these will be combined, these include long distance, two examples being London Day Trip which will start in the Harrogate region then call in at Barnsley, whilst northbound trips, including Northumberland coast for example, will start in Barnsley then call at our Harrogate region pickups enroute north. On non-long distance day trips (from our Barnsley pickup route), in the majority of instances Barnsley Interchange is always the last pickup.

FEEDBACK – We welcome and encourage all types of feedback, as our driving and office team love to receive comments about how you found your trip. We do realise very occasionally things can go wrong, in this case you need to bring the problem to the drivers attention who will then take note/address the issue. If this cannot be resolved on the day, all complaints must be made in writing within 7-days of the return date of your trip. Complaints/feedback can be made either by emailing directly to paul@globeholidays.co.uk or sent in writing to Globe Holidays Ltd, 60 Eldon Street, Barnsley, S70 2JL. We will not respond to complaints made via social media and would respectfully ask that prior to posting/using social media you allow us the courtesy of formally dealing with your grievance. We will keep you updated on the progress of your complaint and always aim to respond within 7-working days.

PLEASE NOTE THAT ALL OUR COACHES ARE NON SMOKING, E-CIGARETTES CAN NOT BE USED. PLEASE REFRAIN FROM EATING HOT TAKE AWAY STYLE FOOD ON BOARD.

DISCLAIMER

ALL EVENTS ADVERTISED IN THE EXCURSION LEAFLET ARE CORRECT AT THE TIME OF GOING TO PRINT, FROM INFORMATION WE HAVE BEEN PROVIDED BY EVENT ORGANISERS OR TOURIST BOARDS, ETC. WE ENDEAVOUR TO OVERSEE ALL ARE CORRECT BUT CANNOT BE HELD RESPONSIBLE FOR ANY CHANGES (THESE INCLUDE VENUE & DATE) OR CANCELLATIONS OF EVENTS BY THE ORGANISERS. TIMES OF ARRIVALS AND LENGTHS OF STAYS AT SPECIFIC PLACES, ROUTES AND ITINERARIES CANNOT BE GUARANTEED, HOWEVER WE DO ENDEAVOUR TO MEET JOURNEY TIMES, BUT CANNOT ACCEPT RESPONSIBILITY FOR DELAYS WHICH ARE BEYOND OUR CONTROL SUCH AS ROAD CLOSURES, HEAVY TRAFFIC, DIVERSIONS, ETC.

We love to receive suggestions for days out and holidays – speak to our Travel Centre on the number below and we'll always look into the feasibility in operating a trip.

For all queries, please contact our Travel Centre on 01226 299900, or by email to: sales@globeholidays.co.uk

Globe Holidays Ltd, 60 Eldon Street, Barnsley, S70 2JL.

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