

## TERMS & CONDITIONS – DAY TRIPS, CONCERTS & EVENTS

### HOW TO BOOK

You can book any Day Trip by phoning 01691 652126, calling in to us in person at 36-38 Beatrice Street, Oswestry, SY11 1QG or at one of the many approved Agents. Our reservations department is open weekdays from 9:00am to 5:00pm and from 9:00am - 2:00pm on Saturdays. You can also book online at [www.owenstravel.co.uk](http://www.owenstravel.co.uk)

### PAYMENT

Please note that all bookings for Day Trips must be paid for at the time of booking unless otherwise stated. Bookings can be accepted subject to availability. Once paid you will be issued with the appropriate confirmation/travel document.

### ON BOARD SEAT ALLOCATION

For all Day Trips, the company will allocate seat numbers on booking but please note that these may be subject to change should we need to use a coach with a different seat layout. Seat numbers are not normally issued for concerts & other special events.

### PICK UP POINTS & TIMES

Your confirmation, which acts as your travel ticket, will confirm the departure time from your requested pick-up point, if this needs to be amended closer to the departure date we will contact you with the revised time. All passengers are requested to be at their chosen pick up point at least 10 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 a coach due to circumstances beyond our control (i.e. traffic & weather conditions).

### FEEDER VEHICLES

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

### ALTERATIONS

Owen's of Oswestry Coaches Ltd may find it necessary to change vehicles, this will only be in exceptional circumstances. Whilst every effort will be made not to alter any part of the Day Trip, if circumstances are such that alterations are required, we reserve the right to do so. The company may also find it necessary to amend pick-up times, seat numbers, itineraries or prices published.

### CHILDREN

The company welcome children on all day trips unless otherwise advised. Children under the age of 16 must be accompanied by an adult.

### FOR YOUR COMFORT

The consumption of alcohol is NOT permitted and by law, the company operate a strict NO SMOKING policy on all vehicles, including the use of electronic cigarettes.

### 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 trip will be refunded in full and following that the company shall be exempt from any further liability. If a concert, show or special event is cancelled and rescheduled you will have 10 days after notification of the new date to request a full refund otherwise it will be deemed that you have accepted the new arrangements.

#### **B. BY THE PASSENGER**

If you cancel, a cancellation charge (being agreed damages to cover our estimated loss) will be charged on the following scale:

**Cancellation within 3-14 days: A credit note will be issued less £2.00 administration costs.**

**Cancellation within 48 hours: 100% cancellation charges**

**For Concerts and events where tickets have been purchased by Owen's Coaches in advance, refunds will only be made if the tickets can be re-sold and an administration fee of £5.00 per person will be made.**

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.

### FORCE MAJEURE

Owen's of Oswestry Coaches Ltd cannot accept responsibility for any disruption prior to / during or after a trip, 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 or similar events. We always allow plenty of time for the journey to a destination. In the unlikely event of a coach failing to arrive at the destination, or arriving after a show/performance start time, pre-booked time slot, or similar, Owen's Coaches 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

Prior arrangements must be agreed with the office in regards to wheelchairs. Lightweight manual wheelchairs are accepted, subject to them being able to be folded, stowed in the luggage hold of the coach and weigh no more than 20kgs. We will accept small mobility scooters/powering wheelchairs, please ensure to inform the company at the time of booking.

### LUGGAGE AND 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.

### ENTRANCE FEES/ FARES ONLY

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 ask at time of booking.