



## Day Trip Terms & Conditions

### 1. Cancellation by The Company

Epsom Explore reserves the right to cancel any excursion at any time for whatever reason, but will ensure that passengers are advised where possible. All monies paid for that excursion will be refunded in full and following that, the company shall be exempt from any further liability. We will generally not cancel excursions less than 7 days prior to departure date.

### 2. Cancellations by The Customer

Should you need, through illness or other unforeseen circumstances cancel a day excursion booking after payment has been made, a **50% refund of the COACH FARE only will be issued. Admissions/meals/guides etc, are not refundable as these are paid for in advance of travel.** Please note that a refund will ONLY be given if the cancellation is made 7 working days prior to the date of departure. If there is less than 7 working days notice given then unfortunately, we will not be able to offer any refund. A cancellation needs to be made by telephone (01372 610000) or by email on [bookings@epsomexplore.co.uk](mailto:bookings@epsomexplore.co.uk). Should Epsom Explore have to cancel an excursion due to insufficient bookings or other reasons, you will be notified as soon as possible and be given the choice to transfer to another excursion or a full refund.

### 3. Company Liability

Epsom Explore does not accept any responsibility for loss, damage, delay or inconvenience caused to passengers when travelling on or booked on an excursion. All arrangements for meals, refreshments, entertainment or other means of travel such as ferry/train are made by the company as agents for or on behalf of the passengers on the condition that the company shall not be responsible for any loss, damage, delay or inconvenience caused to passengers as a result of such arrangements. Accident Must be reported to the office withing 7 days of the incident

### 4. Luggage/Passengers Property

We reserve the right to refuse articles of an objectionable or dangerous nature. We will not be responsible for loss or damage of personal property. Any lost property articles, except those of a perishable nature, will be taken to Epsom Explore Office, Stoneleigh ( please allow at least 24 hours for the items to be transported), and will be subject to the current Public Service Vehicle (Lost Property) Regulations. If you require the lost property to be posted there will be a minimum charge of £5.00 for Postage & Packaging. Perishable goods will be disposed at our discretion.

### 5. Seat Allocation

Seats are allocated strictly in order of booking. Requests for particular seats can be made at the time of booking. However, we reserve the right to amend your seating allocations to maximise the number of passengers travelling.

### 6. Seat Belts

May we remind you that it is UK law that seatbelts should be worn while travelling on coaches.

### 7. Personal Good Purchased In The E.U

Passengers must only purchase goods for their own personal consumption or gifts. The amount passengers can carry will be restricted in accordance with UK Customs Regulations. The company reserves the right to continue onward travel without the passenger(s) that have been detained at customs for noncompliance with the above regulations. The company will not be liable for any costs attached/incurred by passenger(s) who are detained or have to make travel arrangements back to the UK.

### 8. Vehicle to Be Provided

Epsom Explore reserves the right to substitute another vehicle (including those of another operator) or ancillary facilities for all or part of the excursion subject to such substitutes being of at least equivalent quality. A change of vehicle may be necessary if the company is to substitute a small or mini coach.

## **9. Breakdowns, Delays & Weather Conditions**

Epsom Explore gives approximate journey times in good faith. However, as a result of a breakdown or traffic congestion, or any other events beyond the reasonable control of the company, journeys may take longer than predicted and in those circumstances the company will not be liable for any loss or inconvenience suffered by passengers as a result. The company will operate in all weather conditions. In the event of serious weather conditions, for example heavy snowfall, no refunds can be given for cancellations. However, in these circumstances, each claim will be assessed on an individual basis.

## **10. Force Majeure**

We regret that we cannot accept any liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by, or you otherwise suffer any damage or loss as a result of "force majeure". In these booking conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not even with all due care foresee or avoid. Such events may include (whether actual or threatened) but not limited to, unavoidable technical problems with transport, war, riots, civil action/strikes, terrorist activities, industrial disputes, natural or nuclear disasters, adverse weather conditions, national/global epidemics, fire and all similar events or circumstances outside our control.

## **11. Complaints**

Any complaint should be made in writing to us within 7 days of the excursion.

## **12. Errors & Omissions**

Although every effort has been made to ensure the accuracy of the information in our brochure is correct at the time of printing, we cannot accept responsibility for any errors made or omissions.

## **13. Smoking & Alcohol**

We do not permit smoking or drinking alcohol on the coach during day trips. Should anyone be found to be smoking or drunk they will be asked to leave the coach to avoid upsetting the remaining passengers.

## **14. Mobility Scooters**

We are able to carry a maximum of 2 folding mobility scooters on each day excursion. Scooters must be easily dismantled into separate parts each weighing no more than 20 kg. Space must be reserved at the time of booking, and passengers need to be travelling with a companion who can assist with the dismantling and stowage of the scooter in the luggage area. Scooters also need to be powered by dry batteries.

## **15. Concession Prices**

Unless otherwise stated concession prices are applicable to adults over the age of 60 or children aged 2-15 years of age inclusive. Children under 2 are classed as babes in arms and maybe carried on the lap of an adult, normally free of charge unless any entrance fees or other restrictions apply.