

HOLIDAY INFORMATION & BOOKING CONDITIONS

Forming your contract with K. V. & G. L. Slack Ltd

(1) To avoid disappointment we recommend you check the availability of your chosen holiday by telephone.

Telephone reservations will be held for seven days pending receipt of Booking Form or written confirmation together with deposits as follows:

Britain, Ireland & Europe	£40 per person
Thursford Christmas Show, Theatre Breaks & Edinburgh Tattoo	£115 per person
Channel Islands	£140 per person

A confirmation/invoice will be forwarded to you normally within 7 days and the contract between us is made when you receive the confirmation/invoice. Final balances are due as follows:

Britain	6 weeks before departure
Europe	8 weeks before departure
Channel Islands	10 weeks before departure

(2) CANCELLATION (UK & EUROPE)

will incur the following charges, shown as a percentage of the holiday cost:

Prior to 42 days before departure	loss of deposit
42 - 28 days	30%
27 - 14 days	45%
13 - 7 days	60%
6 - 0 days	100%

CANCELLATION (TRAVELSMITH CHANNEL ISLANDS)

will incur the following charges, shown as a percentage of the holiday cost:

42 days or more before departure	loss of deposit
41 - 29 days	80%
28 - 15 days	90%
Within 14 days	100%

(3) YOUR HOLIDAY PRICE

(a) For holidays in Britain. The price of your holiday may be subject to surcharges should the cost of the following increase: fuel, government taxes/levies, VAT, accommodation, meals and coach fares etc. In all cases we reserve the right to pass on these amounts in full.

(b) For coach holidays outside Britain. The price of your holiday may be subject to surcharge due to increase in the cost of the following items:- fuel, currency, government taxes/levies/tolls, VAT etc. In respect of contracts already in existence, Slacks Travel will absorb an amount equivalent to 2% of the holiday price, excluding insurance premiums and amendment charges. Only amounts in excess of this 2% will be surcharged but where a surcharge is payable there will be an administration charge of £1.00 per person. In all other cases we reserve the right to surcharge in full. If this means paying more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except for any paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this surcharge you must exercise your right to do so within 7 days of notification. Surcharges will not be imposed within 28 days of departure. Please also note we reserve the right to increase or decrease our brochure prices at any time but not usually after your booking has been confirmed.

(4) Excursions are included in the price of all holidays and refunds cannot be made for passengers not wishing to go on these excursions. Admission fees to buildings, grounds etc. are not included in the price of the holiday unless otherwise stated in the brochure.

(5) For each holiday (with the exception of Channel Islands holidays), seat numbers on the coach will be allocated. The company reserves the right to alter a seating plan or to allocate seats other than those originally booked, though this will be avoided as far as possible.

PLEASE NOTE – SMOKING IS NOT PERMITTED ON OUR HOLIDAY COACHES

(6) **BOARDING POINTS.** Unless special arrangements have been agreed at the time of booking, it will be assumed that passengers will alight at the same point as that at which they boarded. You are responsible for ensuring that you are at the correct boarding point at the correct time, and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure.

(7) **LUGGAGE.** In the interest of the Health & Safety of our staff, passengers are requested to limit their luggage to one medium sized suitcase, weighing not more than 33 lbs (15 kilos), per person. In addition, each passenger is allowed one piece of hand luggage of such a size as can be stowed on the luggage rack or under a seat.

May we remind passengers that Slacks Travel cannot be held responsible for luggage or personal belongings carried on vehicles. It is the passenger's responsibility to see that their luggage is loaded on and off vehicles. Slacks Travel cannot accept liability for lost luggage unless this requirement is complied with.

(8) WHEELCHAIRS & MOBILITY SCOOTERS.

Transportation of wheelchairs and scooters is at the passenger's own risk and we cannot be held responsible for any damage to

them. Passengers must be able to assemble and dismantle their own scooters (into no more than 5 pieces) and each piece must weigh no more than 40lbs.

(9) **SEAT BELTS.** For your added safety, seat belts are fitted to all our coaches. It is now a legal requirement to wear seat belts. If you leave your seat at any time you do so entirely at your own risk.

(10) (a) **IF WE CANCEL YOUR HOLIDAY:** It is necessary for there to be a minimum number of passengers in order to operate certain tours. In certain circumstances, therefore, we may have to cancel a holiday and if this should occur we will offer you an alternative or refund all monies paid in full. If we cancel your holiday at any time K. V. & G. L. Slack Ltd is only liable for any monies you may have paid to ourselves and not for any other expenses incurred. We would inform you of any such cancellations at least two weeks before departure.

(b) **IF YOU CHANGE YOUR BOOKING:** If, after your confirmation has been issued, you wish to change to another of our 2019 holidays or change departure date we will do our utmost to make the changes, provided that written notification is received at our office from the person who signed the Booking Form not later than the date on which the balance of the original holiday cost was due for payment. This must be accompanied by a payment of £10 to cover administration costs.

(11) **IF YOU HAVE DIETARY NEEDS** you must inform us at the time of booking, with a copy of the diet. This will be notified to the hotel(s) on your holiday but on certain holidays the hotels may not have the facilities to cope with special diets. Any extra costs must be paid to the hotel(s) by yourself before departure from the hotel(s).

(12) (a) **WE RESERVE THE RIGHT TO AMEND** any itinerary in the light of changes in local events, attractions and conditions.

(b) Coaches used for our touring programme will feature adjustable seating and fresh air ventilation. Those used on our longer European tours will normally feature full air conditioning and toilet and wash room. No guarantee can be given with regard to circumstances which prevent us or our associated companies from providing these facilities. The companies accept no liability or claim for compensation for loss of these amenities.

(13) **AT SOME HOTELS ROOM NUMBERS** are indicated prior to arrival. These are provisional only and hotels reserve the right to amend any such allocation.

(14) **SINGLE OCCUPANCY.** On any holiday there are only a limited number of single rooms. When a single room is available it may be subject to a supplementary charge and this will be shown in the holiday description. Once all single rooms are sold we may be able to offer a double or twin bedded room for single occupancy at a higher supplement.

(15) **FOR ALL CONTINENTAL HOLIDAYS** you will require a valid Passport and valid insurance policy.

(16) **OUR RESPONSIBILITY TO YOU** – We accept full responsibility for ensuring that all component parts of your holiday as described in this brochure are supplied to you at a reasonable standard and this includes optional excursions.

If any such part is not provided in the advertised manner we will pay you reasonable compensation unless the non-provision was due to circumstances beyond our control such as adverse weather, road or traffic conditions, hostilities, political unrest or other circumstances amounting to force majeure. In no circumstances will compensation in excess of the individual holiday price be paid.

Should the need arise due to changed circumstances, we reserve the right to use hotels different from those advertised in the brochure.

Please remember that some local amenities (e.g. hotel lifts, swimming pools, etc.) require servicing or cleaning and may not therefore be available at all times. Some services may be affected by weather conditions and their availability is entirely at the discretion of the provider of the service. Entertainment (particularly live entertainment) provided by hotels is frequently subject to demand and its nature and/or frequency may be varied if there is lack of demand or insufficient numbers staying in the hotel.

Some excursions include the use of ferries and other forms of transport which can be affected by inclement weather, and may have to be cancelled or changed. Wherever possible a suitable alternative will be offered.

The published running times of services are estimates only and we will not be liable for any loss (however caused) arising from failure to operate in accordance with published figures.

(17) **FOR YOUR HEALTH & COMFORT.** To minimise the risk of developing swollen legs, ankles and feet, and of suffering from deep vein thrombosis, please make sure that at all comfort stops you take the opportunity to leave the coach and take some exercise.

(18) **IF YOU HAVE A COMPLAINT** during your holiday, please inform in the first place, the supplier of the service and then inform our driver immediately. Our driver will then notify ourselves or the agent(s) concerned and will do their best to rectify the complaint whilst you are in residence at the hotel. If the matter can't be put right on the spot, please phone our office direct whilst still at the hotel, reversing the charges if necessary. If, however, your complaint is still not rectified YOU MUST INFORM SLACKS TRAVEL IN WRITING AS SOON AS POSSIBLE AND IN ANY CASE WITHIN 14 DAYS OF the completion of your holiday. Letters of complaint, which must include your holiday title and

departure date must be sent to K. V. & G. L. Slack Ltd., The Travel Centre, Upper Lumsdale, Matlock, Derbyshire, DE4 5LB. **PLEASE NOTE THAT WE SHALL NOT ENTER INTO ANY CORRESPONDENCE ON A MATTER NOT REPORTED WITHIN THIS PERIOD AND WHICH HAS NOT PREVIOUSLY BEEN REPORTED TO OUR DRIVER DURING THE HOLIDAY.** Failure to establish your complaint immediately in accordance with the above procedure will affect the outcome of it.

(19) VARIATION OF PROGRAMME AND/OR HOTEL:

We reserve the right to alter the programme and/or hotel should circumstances make this necessary. We also reserve the right to change your mode of transport from the Channel Tunnel to the short sea crossing should the Tunnel be closed and vice versa should ships not be sailing. Please Note: Force Majeure – this means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of war, riot, adverse weather conditions, traffic hold-ups, industrial dispute, terrorist activity, natural or nuclear disaster, fire or other unforeseen circumstances beyond our control or avoided even if all due care has been exercised and after due care could not foresee or foretell any such event.

(20) **PEOPLE WITH DISABILITIES:** We welcome bookings from people with disabilities providing they can manage to board the coach with a little light assistance from our driver/escort. However, if the tour includes additional activities, eg. train journeys or boat trips, all passengers must be able to undertake these activities without assistance from the driver, who does not always accompany passengers on these journeys. We stress we cannot guarantee any requests that are made concerning room requirements, but we normally find hotels respond favourably in such circumstances. If we are not informed of any disabilities or special needs, we cannot be held responsible for any inconvenience or cost incurred by the passenger, which may include our refusal to take you on holiday or to complete your holiday arrangements resulting in a loss of monies paid. You should also be aware that although many hotels cater for wheel chairs, there may be steps or stairs to contend with. Please note that any passenger needing extra help should travel accompanied by a carer.

(21) **CONTINENTAL HOTELS:** Please note, it is unusual for hotels on the continent to provide tea/coffee making equipment in bedrooms. Occasionally we receive comments relating to the type of food served for evening meals. We can only emphasise that when travelling abroad the menus offered normally reflect the country in which you are staying. In addition, there are a number of hotels on the continent where guests do not receive a choice of menu for evening dinner.

(22) **FIRE & SAFETY AT HOTELS:** Please note that it is your responsibility to familiarise yourself with details of the instructions concerning fire & emergency warning and evacuation procedures at all hotels. These are usually displayed in close proximity to the bedroom door.

(23) **HERITAGE ORGANISATION MEMBERS:** We regret that we are unable to offer any discounts for those travellers who are members of heritage organizations, eg. National Trust, as our inclusive prices are based on admission costs for the whole group.

(24) COACH HOLIDAY TRAVEL INSURANCE:

A client holiday travel insurance scheme is available for all passengers travelling on our holidays which is arranged by Wrihtsure Services (Hampshire) Limited and underwritten by **ETI-International Travel Protection (ERV)**, (the UK branch of Europäische Reiserersicherung AG) who are authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN – www.bafin.de) and approved by the Financial Conduct Authority (FCA – www.fca.org.uk) to undertake insurance business in the UK. Wrihtsure Services (Hampshire) Ltd which is authorized and regulated by the FCA (their registration number is 311394) and which is permitted to advise on and arrange general insurance contracts. You can check these details online using the Financial Services Register (accessible from <https://register.fca.org.uk>) or by contacting the Financial Conduct Authority Consumer Helpline on 0800 1116768

Should you wish to take advantage of our Coach Holiday Travel Insurance please include the appropriate premium when booking your holiday.

DEMANDS AND NEEDS

This insurance policy will suit the demands and needs of an individual or group (where applicable) who have no excluded medical condition(s), are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen circumstances/events detailed in the cover section below, subject to the terms, conditions and maximum specified sums insured.

IMPORTANT

We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information.

We summarise below the details of the insurance cover provided which also includes 24 hour emergency service from Mayday Assistance Limited.

The following is a brief summary of the cover available. Full details of cover and exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the policy wording before booking should you wish to examine this in advance.

INSURANCE IS OBLIGATORY ON ALL OVERSEAS HOLIDAYS and is strongly recommended on United Kingdom tours. SUMMARY OF COVER – PLEASE SEE THE POLICY WORDING

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FOR FULL DETAILS OF THE COVER, LIMITATIONS AND EXCESSES, A SPECIMEN COPY OF WHICH IS AVAILABLE UPON REQUEST.

COVER	SUM INSURED UP TO
Cancellation	£1,500
Missed Departure	£300 Europe / £100 UK
Personal Accident	£15,000
Death and corresponding benefits	£15,000/Death benefit limited to £7,500 for persons aged 66 and over at time of travel
Medical Expenses including repatriation	£2,000,000 Applicable to travel outside the UK only
Additional Travelling Expenses - United Kingdom	£2,500
Medical Confinement Benefit Channel Islands/Europe and £10 per 24 hours (£100 max) UK	£15 per 24 hours (£450 max)
Personal Property including money	£1,500 (single article limit £200/valuables £400, personal money up to £200)
Curtailment	£1,500
Loss of Passport	£200
Personal Liability	£2,000,000
Travel Delay	£60 Travel delay/Cancellation (holiday abandonment) up to £1,500
Delayed Baggage	£100 (after 12 hours)
Legal Expenses	£25,000

POLICY EXCESS

Cancellation, holidays 3 days duration or less Nil Excess, Holidays 4 days duration and over £50/£15 in respect of Loss of Deposit claims. Personal Accident No excess, Medical Expenses £35 excess, Additional Travelling Expenses - United Kingdom £35 excess, Medical Confinement Benefit No Excess, Curtailment £35 excess, Personal Property including money £35 excess, Delayed baggage excess 12 hours, Loss of passport no excess, Missed departure no excess, Travel delay excess 12 hours, holiday abandonment excess as per cancellation excess, Personal liability and Legal expenses no excess.

Health Conditions

The insurers shall not be liable for claims where at the time of taking out this policy and between that time and your departure:

- You are aware of any medical condition or set of circumstances that could reasonably be expected to give rise to a claim (for example the state of health of a close relative, business associate or any person on whom your travel plans depend).
 - insured person whose medical condition gives rise to a claim:
- (i) Is receiving, or on a waiting list for, surgery, in-patient treatment

or investigations in a hospital, clinic or nursing home.

(ii) Is travelling against any health requirements stipulated by the carrier, their handling agents or other public transport provider.

(iii) Is travelling against the advice of a Medical Practitioner or for the purpose of obtaining medical treatment abroad.

(iv) Has been given a terminal prognosis.

Please note if you are on medication at the time of travel, your medical condition(s) must be stable and well controlled.

If you are travelling outside of the UK, you must notify the Changes in Health Helpline immediately if a change in health occurs (including any change to medication) between the date this policy is issued and your scheduled date of departure.

SIGNIFICANT EXCLUSIONS

RESIDENCY

If you or anyone else named on this policy has not been a resident in the UK for the past 6 months this policy cannot cover you.

In addition to the above the policy also contains the following main exclusions:

Any costs of repatriation or evacuation as a result of You taking part in any excluded hazardous activities and sports including dangerous expeditions or from an area which is considered by insurers to be a war risk or civil hazard area.

Loss of or damage to money and valuables whilst left unattended or in/from luggage in transit.

Loss of or damage to telecommunications and motor vehicle related equipment and accessories.

Travel against the advice of the carrier, any other public transport provider, the Foreign Office or the World Health Organisation.

Any insurance event arising from You being the driver, rider or passenger of a quad bike, all-terrain vehicle or motorcycle when the insured person is not wearing a crash helmet, whether legally required or not.

Examples of these and other conditions and exclusions are contained within the policy wording, a specimen copy of which is available on request. If after purchasing a policy from us, you find it does not meet your requirements you have 14 days from the date of issue or prior to travel, whichever is sooner, to cancel the policy and receive a full refund of your premium.

Protecting your information

We will only use your personal details in line with our Privacy Notice. This can be found on our website or is available in hard copy format upon request and you should read this carefully and contact us immediately if you have any queries. Your personal information includes all of the details you have given us to process your insurance policy (we will not ask for more information than is necessary). We may share your data with Third Parties for the provision and ongoing performance of your

insurance policy. Your data may be transferred outside the UK. All of the personal information you supply to us will be handled strictly in accordance with the applicable Data Protection regulations and legislation.

K.V. & G.L. Slack Limited is an Appointed Representative of Wrightsure Services (Hampshire) Limited who are authorized and regulated by the FCA (their registration number is 311394) and which is permitted to advise on and arrange general insurance contracts. You can check these details online using the Financial Services Register (accessible from www.fca.org.uk) or by contacting the Financial Conduct Authority Consumer Helpline on 0800 111 6768

PREMIUMS PER PASSENGER (applicable until 31.10. 2019)

Premiums shown are inclusive of Insurance Premium Tax at 20%

UNITED KINGDOM

2 days	£10.00
3 days	£13.00
4 days	£16.00
5 days	£19.00
6 days	£20.00
7 days	£20.50
8 days	£21.00

EUROPE, including the REPUBLIC of IRELAND & the CHANNEL ISLES

3 days	£22.00
4 days	£26.00
5 days	£30.00
6 days	£31.00
7 days	£33.00
8 days	£33.50
9 days	£34.50
10 days	£36.00
11 days	£37.00
12 days	£38.00

CHILDREN'S PREMIUMS

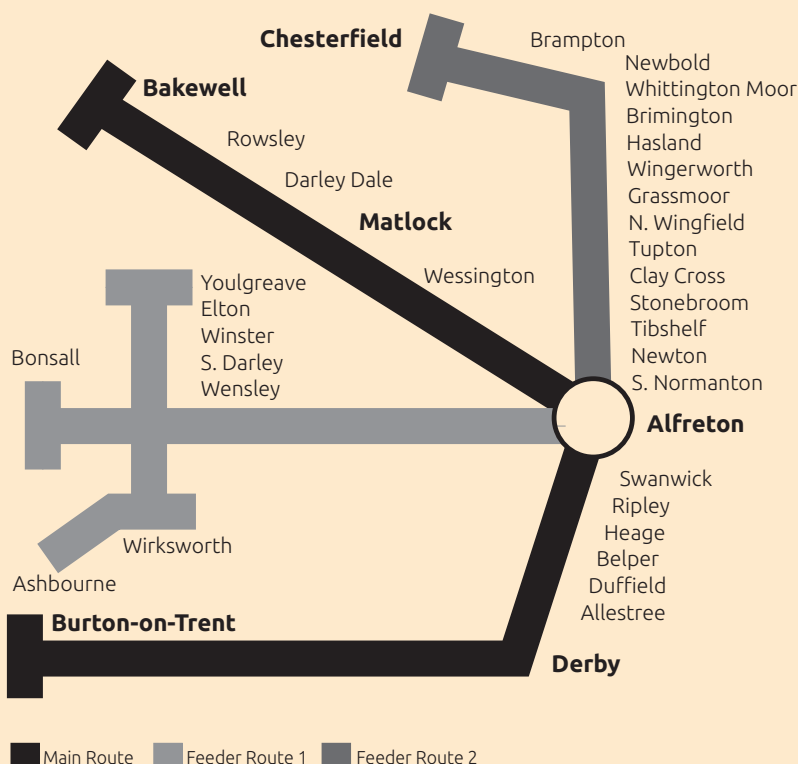
Children under 16 at time of travel – 50% discount if travelling with an insured adult.

Infants under 2 – free if travelling with an insured adult.

All personal information you supply will be handled in accordance with the applicable Data Protection Regulation. Full details are contained within our Privacy Notice available on our website or in hard copy format upon request.

E. & O.E.

BOARDING POINTS & FEEDER SERVICES



FREE PARKING

Is available at our Travel Centre, Upper Lumsdale, Matlock

Convenient, main road boarding points

Bakewell • Rowsley • Darley Dale • Matlock
Wessington • Oakerthorpe • Alfreton
Swanwick • Ripley • Heage • Belper
Openwoodgate • Far Laund • Duffield
Allestree • Little Easton • Derby
Burton-on-Trent

Feeder Route 1

Youlgreave • Elton • Winsters • Wensley
South Darley • Ashbourne • Wirksworth
Cromford • Bonsall • Lea/Holloway • Crich
South Wingfield

Feeder Route 2

Walton • Chesterfield • Brampton • Newbold
Whittington Moor • Brimington • Calow
Hasland • Wingerworth • Grassmoor
North Wingfield • Tupton • Clay Cross
Stonebroom. • Stretton • Shirland • Morton
Tibshelf • Newton • Blackwell
South Normanton • Somercotes • Riddings
Leabrooks