

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	£50 per person
Thursford Christmas Show, Theatre Breaks & Edinburgh Tattoo	£115 per person

Once a deposit has been paid for a holiday, you are entering into a contract with Slacks Travel and are deemed to have accepted our booking terms and conditions shown below. A confirmation/invoice will be forwarded to you normally within 7 days and the final balances are due as follows:

Britain	8 weeks before departure
Europe	10 weeks before departure

Once you have made a booking and paid a deposit as the lead name you are guaranteeing that you are 18 or over and accept these booking conditions shown below. A confirmation/invoice will be forwarded to you normally within 7 days and the final balances are due as above.

Our commitment is always conditional upon the balance being paid as above. Please check the confirmation carefully to make sure that all the information is correct. This contract is governed by English Law and the jurisdiction of the English Courts. If you do not pay your balance by the due date we reserve the right to cancel your holiday, retain your deposit and apply the cancellation charges below.

(2) CANCELLATION (UK & EUROPE)

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

43 days before departure	Loss of deposit
29 – 42 days before departure	30%
15 – 28 days before departure	45%
0 – 14 days before departure	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.

(c) We try to make sure that all the prices and information in our advertising materials, in our adverts and on our website are accurate. However, errors and changes sometimes occur and we reserve the right to correct prices and other details in such circumstances. We reserve the right to cancel your booking if you do not wish to accept the price which is applicable to the holiday.

(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 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) 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.**

(9) (a) **IF WE CANCEL YOUR HOLIDAY:** It is necessary for there to be a minimum number of passengers in order to operate 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 2023 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 per person to cover administration costs. A cancellation charge of up to 100% of the ticket cost will apply in some instances.

(c) Your booking can be transferred to somebody else as long as they satisfy all the conditions of the holiday. You must let us know in writing at least 7 days before departure. There will be a £10 transfer fee and you will remain responsible for ensuring the balance has been paid by the due date.

(10) **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).

(11) (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.

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

(13) 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.

(14) **FOR ALL CONTINENTAL HOLIDAYS** you will require a valid Passport and a valid insurance policy. You are responsible for ensuring that you have any necessary entry documents as required by the EU. We cannot accept responsibility if you are not in possession of the correct travel documents. We would advise you to check carefully that you have got a full 10 year British passport which is valid for a further 6 months after your holiday.

Please note local authorities in many towns and cities throughout Europe are starting to introduce or have introduced new tourist taxes which must be paid directly to the hotel by all guests in person. No such taxes are included in our prices to you and we cannot make payment on your behalf or include this tax in your invoice.

(15) **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.

(16) **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.

(17) 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.

(18) 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.

(19) PEOPLE WITH DISABILITIES AND MEDICAL CONDITIONS

If you or any person travelling with you has any medical condition or disability that may affect your or their holiday, or the holiday of other passengers on the coach, you must provide full details to us at the time of booking, including details of any medical equipment or disability aids that are required. Depending on what the holiday entails, we may advise you that the holiday is unsuitable for the medical condition. In certain instances, we reserve the right to request a medical certificate stating that the passenger is fit to travel and if this is not supplied, we reserve the right to refuse or cancel the booking. **Any passengers requiring personal assistance with getting on and off the coach, personal care including washing, dressing and feeding, must be accompanied by a carer or able bodied travelling companion. Coach drivers are unable to offer personal assistance.** If we are not advised of a medical condition or disability which is likely to adversely affect other passengers, we reserve the right to cancel the holiday and apply cancellation charges, or if travel has commenced and we feel unable to accommodate the passenger, we reserve the right to seek any additional charges incurred in returning the passenger home.

Passengers who wish to take mobility scooter or wheelchairs must advise us at the time of booking and transportation of these items 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. Many hotels have strict limits on the numbers of scooters they will accept and also impose restrictions on battery charging, if we are not advised at the time of booking, we cannot guarantee that mobility aids will be accepted.

(20) 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.

(21) 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.

(22) HERITAGE ORGANISATION MEMBERS

We regret that we are unable to offer any discounts for those travellers who are members of heritage organisations, eg. National Trust, as our inclusive prices are based on admission costs for the whole group.

(23) DATA PROTECTION

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

(24) COACH HOLIDAY TRAVEL INSURANCE

Slacks Travel Client Holiday Travel Insurance is available to eligible passengers travelling on our holidays which is arranged by Wrightsure Services (Hampshire) Limited and underwritten by ERGO Travel Insurance Services Ltd (ETI) on behalf of Great Lakes Insurance UK Limited.

Great Lakes Insurance UK Limited is a company incorporated in England and Wales with company number 13436330 and whose registered office address is 10 Fenchurch Avenue, London, United Kingdom, EC3M 5BN.

Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 955859. You can check this on the Financial Services Register by visiting: <https://register.fca.org.uk>.

ERGO Travel Insurance Services Ltd (ETI) is registered in England and Wales, company number 11091555. ERGO Travel Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority, register number 805870 and whose registered office address is 10 Fenchurch Avenue, London, EC3M 5BN.

This insurance is available only to residents of the United Kingdom who purchase cover before they travel.

Wrightsure Services (Hampshire) Ltd is authorised and regulated by the Financial Conduct Authority (their registration number is 311394) and 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 out this 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 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.

HEALTH CONDITIONS

We 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.
- The Insured Person whose medical condition gives rise to a claim:
 - Is receiving, or on a waiting list for, surgery, in-patient treatment or investigations in a hospital, clinic, or nursing home.
 - Is travelling against any health requirements stipulated by the carrier, their handling agents or other public transport provider.
 - Is travelling against the advice of a Medical Practitioner or for the purpose of obtaining medical treatment abroad.
 - 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 Change 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

- No cover is provided if the person(s) to be insured are not resident in the United Kingdom, meaning that all insured persons must have an address in the United Kingdom and have lived in the United Kingdom for at least 6 of the last 12 months & are registered with a General Practitioner in the United Kingdom.
- Trips of more than 31 days duration or in relation to Frequent Traveller policies 17 days, unless otherwise agreed.
- Losses which are not directly associated with the insurance event causing the claim, for example loss of earnings if You are unable to work or the cost of replacing locks if You lose your keys.
- Losses recoverable from any other source. Where another insurance policy covers the same risk, insurers will only pay their proportionate share of a valid claim.
- Any loss, damage, cost, or expense directly or indirectly caused by the act of an insured person voluntarily entering an area known at the time to be subject to War and Civil Unrest or against the advice of the Foreign, Commonwealth & Development Office.
- Disinclination to travel.

Examples of other exclusions and the policy terms and conditions are contained within the policy wording, a specimen copy of which is available upon request. If, having purchased a policy from us, you subsequently find the policy does not meet your needs & 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 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 the personal information

HOLIDAY INFORMATION & BOOKING CONDITIONS

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SUMMARY OF COVER – PLEASE SEE THE POLICY WORDING FOR FULL DETAILS OF THE COVER, LIMITATIONS AND EXCESSES, A SPECIMEN COPY OF WHICH IS AVAILABLE UPON REQUEST.

Cover	Sum Insured (up to)	Excess
Emergency medical and repatriation expenses	£2,000,000	£35
➤ UK trip limit	£2,500	£35
➤ Hospital confinement benefit (UK)	£10 per 24 hours up to £100	Nil
➤ Hospital confinement benefit (Outside UK)	£15 per 24 hours up to £450	Nil
➤ Emergency dental treatment	£250	£35
➤ Additional travel and accommodation expenses	£1,000	Nil
➤ Funeral or cremation expenses abroad	£5,000	£35
➤ Overnight Subsistence	£25 per person, per night up to £200	Nil
➤ UK prescriptions	£50	Nil
➤ UK physiotherapy and chiropractic care	£300	Nil
Cancellation	£1,500	Holidays 3 days duration or less Nil. Holidays 4 days duration and over 20% of claim value (£15 in respect of Loss of Deposit)
Curtailment and loss of holiday	£1,500	As per Cancellation
Personal accident		
➤ Death (aged over18)	£15,000	Nil
➤ Death (under 18)	£1,000	Nil
➤ Death (aged 70 or over)	£7,500	Nil
➤ Permanent total disablement	£15,000	Nil
➤ Loss of limb(s) or total and irrecoverable loss of Sight	£15,000	Nil
Personal possessions	£1,500	£35
➤ Single item limit	£200	
➤ Valuables	£400	
Personal money		
➤ Personal money	£200	£35
➤ Cash	£200	£35
Passport and other documents		
➤ Event Tickets	£200	£35
➤ Passport and other documents	£200	Nil
Baggage delay on outward journey	£50 after each 12 hours of delay up to £100	Nil
Missed departure and Missed connection		
➤ Missed departure	£100 (United Kingdom) £300 (Outside the United Kingdom)	Nil
➤ Missed connection	£100 (United Kingdom) £300 (Outside the United Kingdom)	Nil
Travel delay and abandonment		
➤ Travel delay benefit	£20 per 12 hours up to £60	Nil
➤ Abandonment after 12 hours delay	£1,500	As per Cancellation
Personal liability	£2,000,000	Nil
Legal costs and expenses	£25,000	Nil
COVID-19		
➤ Cancellation/Curtailment	£1,500	As per Cancellation
➤ Emergency medical and repatriation expenses	£2,000,000 (£2,500 within the UK)	£35

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 authorised 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.

We do not charge fees for our insurance related services however we and Wrightsure Services (Hampshire) Limited may receive some form of remuneration in relation to the arrangement of insurance.

If our chosen insurance provider, Wrightsure Services (Hampshire) Limited are unable to offer you the travel insurance cover you require because you have serious medical conditions, you may be able to get help by accessing the [Money and Pensions Service travel directory](#) or by calling 0800 138 7777 (lines are open Monday to Friday, 8am to 6pm).

PREMIUMS PER PASSENGER
(applicable until 31/10/2024 - PLEASE NOTE PREMIUMS MAY WELL RISE FROM 01/11/2024)
Premiums shown are inclusive of Insurance Premium Tax at 20%

UNITED KINGDOM							
2 days	£19.00	4 days	£30.00	6 days	£36.50	8 days	£39.00
3 days	£24.50	5 days	£35.00	7 days	£38.50		

EUROPE, including the REPUBLIC of IRELAND							
3 days	£41.00	5 days	£55.00	7 days	£60.00	9 Days	£63.50
4 days	£48.00	6 days	£57.00	8 days	£61.50	10 Days	£66.00

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.

FINANCIAL FAILURES INSURANCE
The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for **KV & GL Slack Ltd**, and in the event of their insolvency, protection is provided for:
• Non-flight packages

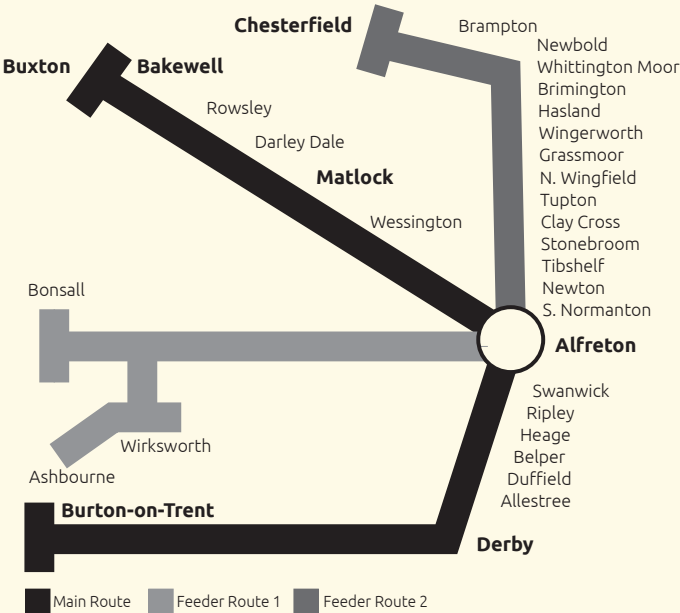
ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with **KV & GL Slack Ltd**.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/uk/si/2018/634/contents/made>
You can find out more about ABTOT here: <https://www.abtot.com/>

E. & O.E.

BOARDING POINTS & FEEDER SERVICES



FREE PARKING
Is available at our Travel Centre, Upper Lumsdale, Matlock.
Vehicle left at owners risk.

Convenient, main road boarding points
• Buxton • Bakewell • Rowsley • Darley Dale • Matlock
• Wessington • Oakerthorpe • Alfreton • Swanwick • Ripley
• Heage • Belper • Far Laund • Duffield • Allestree • Little Eaton
• Derby • Burton-on-Trent

Feeder Route 1
• Ashbourne • Wirksworth • Bonsall

Feeder Route 2
• Walton • Chesterfield • Brampton • Newbold
• Whittington Moor • Brimington • Calow • Hasland • Wingerworth
• Grassmoor • North Wingfield • Tupton • Clay Cross
• Stonebroom • Shirland • Morton • Tibshelf • Newton • Blackwell
• South Normanton • Somercotes • Leabrooks