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 non-refundable deposits as follows:

Britain, Ireland & Europe .....£50 per person

Thursford Christmas Show and Theatre Breaks.....£150 per person
Once a non-refundable 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 & Ireland.....10 weeks before departure

Europe & Christmas Tours .....15 weeks before departure

The balance of monies due must be paid 10 weeks (70 days) or 15 weeks (105 days) before departure and we don't send out reminders. If we don't receive your balance in full by the due date we reserve the right to regard your booking as cancelled by you and then cancellation charges as set out below become payable.

(2) **CANCELLATION** will incur the following charges, shown as a percentage of the holiday cost:

UK & IRELAND

Prior to 70 days before departure	Loss of deposit
52-69 days before departure	25%
35-51 days before departure	50%
18-34 days before departure	75%
0-17 days before departure	100%

EUROPE & CHRISTMAS TOURS

Prior to 105 days before departure	Loss of deposit
78-104 days before departure	25%
53-77 days before departure	50%
27-52 days before departure	75%
0-26 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 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.

(d) Tourist taxes, also known as transient visitor levies, and City taxes are now being introduced in parts of the UK as they have been for some time in some parts of Europe. We are legally required to include this tax if it is not known at the time of going to print. Should it be introduced after our brochure has been printed we will notify you of the need to pay this directly at the hotel on arrival.

(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 & VAPING ARE 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 2027 holidays or change departure date we will do our utmost to make the changes, provided that written notification is received at our office 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 £15 per person to cover administration costs.

(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 washroom. No guarantee can be given with regards 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. Some hotels may charge a supplement even though a room may be a true single.

(14) **FOR ALL CONTINENTAL HOLIDAYS** you will require a valid Passport and you will also need to give us details of 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.

(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.

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 altered 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 or heritage organisations, e.g. 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 It is your responsibility to arrange adequate travel insurance in the UK (optional) if you require it. However, if you are travelling to the Isle of Man, Ireland or the Continent we will need details of your private insurance if you wish to travel with us. We cannot send out your travel documents until we have received details of your insurance.

(25) PASSENGER BEHAVIOUR We want all our customers to have a happy and carefree holiday. You must remember that you are responsible for your behaviour and hygiene and the effect it may have on others. If you or any member of your party is abusive or disruptive or behaves in a way which, in our reasonable opinion, could cause damage or injury to others or affect their enjoyment of their holiday, or which could damage property, we have the right, after reasonable consideration, to terminate your contract with us. If this happens we will have no further obligations or liability to you. The coach driver/representative, ship's captain, or authorised official of other means of transport is entitled to refuse you boarding if in their reasonable opinion you are unacceptably under the influence of drink or drugs or you are being violent or disruptive. If you are refused boarding on the outward journey we will regard it as a cancellation by you and we will apply cancellation charges according to the scale set out above. If the refusal is on the return journey we have the right to terminate the contract and will have no further obligations or liability to you. We also request that mobile telephones are not used on the coach except in exceptional circumstances.

FINANCIAL PROTECTION

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for **K. V. & G. L. 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 by **K. V. & G. L. 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/uksi/2018/634/contents/made

You can find out more about ABTOT here: https://www.abtot.com/

E.&O.E.



We will be offering a selection of theatre trips and shows in London, including the occasional show at the Royal Albert Hall



Should you wish to stay informed about the latest shows and events taking place, please email **reservations@slackscoaches.co.uk** and we will add you to our mailing list.

Slacks

Gift Vouchers

Ideal present for a birthday or Christmas

Choose the amount and message



Gift voucher valid for 1 year to be redeemed against any holiday or day excursion

GROUP TRAVEL & PRIVATE HIRE

For groups wishing to undertake private extended tours in the United Kingdom or in Europe,

Our fleet of superb, well maintained coaches is at your disposal.

For such tours we offer a full consultation and a comprehensive service which includes hotel reservations, ferry bookings and itinerary planning.
Our professional team will be happy to take care of all the details involved in organising your tour, whether it be long or short, at home or abroad.

For Day Trips

We offer hire coaches of similar standard to those mentioned above.

We are happy to quote competitive rates for any journey near or far!

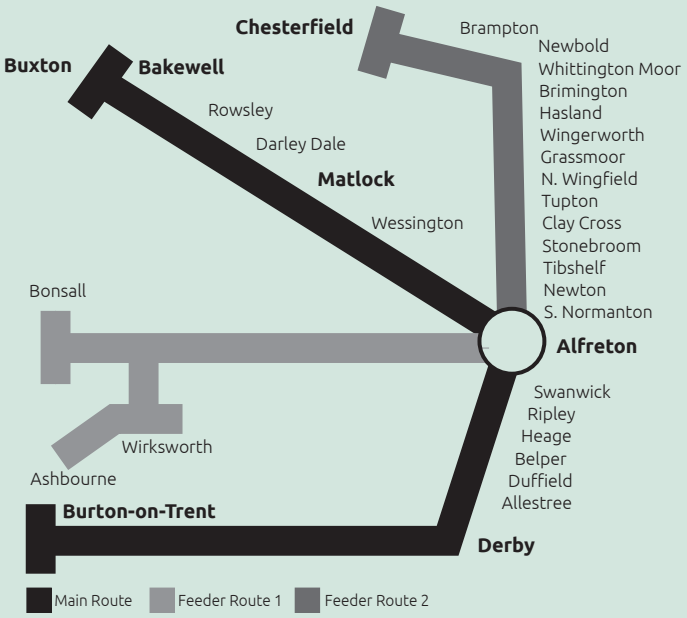
Tel: 01629 582826

www.slackscoaches.co.uk **Email: enquiries@slackscoaches.co.uk**



K. V. & G. L. Slack Limited,
The Travel Centre,
Upper Lumsdale,
Matlock, Derbyshire, DE4 5LB

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 for tours only
- Buxton • Bakewell • Rowsley • Darley Dale • Matlock
- Wessington • Oakerthorpe • Alfreton • Swanwick • Ripley
- Heage • Belper • Duffield • Allestree • Little Eaton
- Derby • Willington Services (near Burton-on-Trent)

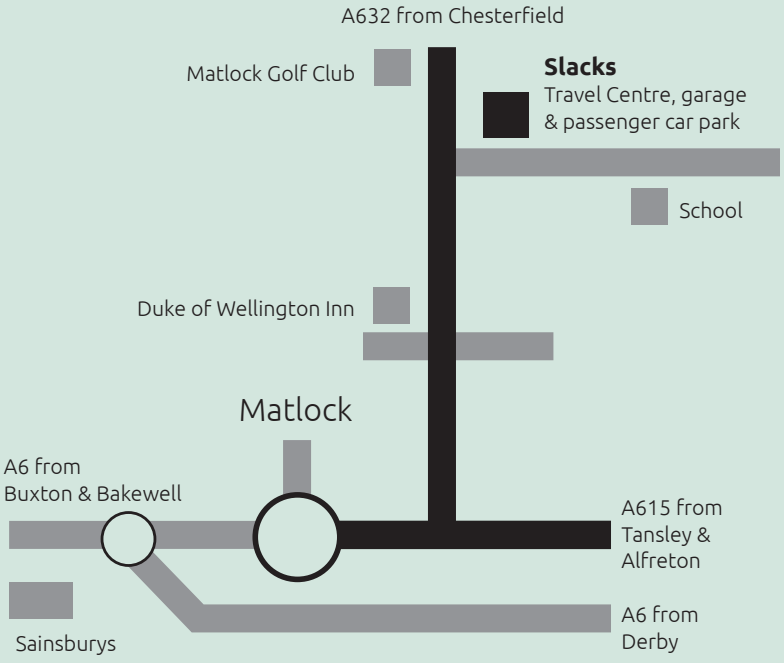
Feeder Route 1
- Ashbourne • Wirksworth • Cromford • Bonsall • Lea/Holloway
- Crich • South Wingfield

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

SLACKS TRAVEL CENTRE

Upper Lumsdale, Matlock

Not to Scale



From Chesterfield
Take the second left off the A632 after Matlock Golf Club.

From Matlock
Take the Chesterfield Road (A632) for 3/4 mile out of Matlock;
Take the first right after the Duke of Wellington Inn.

COACH SEATING PLAN

Entrance			Driver	
1A	1B		1C	1D
2A	2B		2C	2D
3A	3B		3C	3D
4A	4B		4C	4D
5A	5B		5C	5D
6A	6B			
7A	7B			
8A	8B		8C	8D
9A	9B		9C	9D
10A	10B		10C	10D
11A	11B		11C	11D
12A	12B		12C	12D
13A*	13B*		13C*	13D*
14A	14B	14X	14C	14D

Use this chart to help with the selection of your seat.

Please note:
The plan shown is for guidance only.
The arrangement of seats may vary dependent on the actual coach used.
*** Only available on 53 seat coaches.**