

Booking Conditions

General: The person making the reservation confirms that he/she has the authority of all other persons included in the travel arrangements. When you make a reservation you accept responsibility for the proper conduct for yourself and your party. **Terry's Coach Hire** reserves the right to terminate any transport due to misconduct or damage, and will have no further responsibility or liability to you or your party. All travel arrangements must comply and is subject to the laws of England, and in the case of continental travel is subject to European laws at the time of travel.

Making a Booking and Payment Your booking is only accepted upon receipt of the relevant deposit (non-refundable) Deposits are set out as below and is accepted as part payment towards the cost of travel.

Cost of travel	Deposit required
Up to £200	Min £50
Up to £500	Min £100
Up to £1000	Min £250
Over £1000	Min 50% of cost of travel

The balance of the tour price is due and payable not later than two weeks prior to the date of travel. If payment is not received by the due date, **Terry's Coach Hire** reserves the right to treat the contract as cancelled by the client and to apply the cancellation fees as follows.

For Cancellations The following scale of fees applies:

	Deposit forfeited
Over 8 weeks prior to travel	
6 to 8 weeks prior to travel	25% cost of travel
4 to 6 weeks prior to travel	40% cost of travel
2 to 4 weeks prior to travel	60% cost of travel
1 to 2 weeks prior to travel	80% cost of travel
Less than 1 week	100% cost of travel

Your cancellation can only be accepted if it is in writing from the person making the booking and cancellation will be effective from the date it is received. It is recommended that any notice of cancellation is sent by recorded delivery post.

Terry's Coach Hire declines the responsibility for losses or inconvenience caused by wars, revolution, strikes, floods, weather conditions, mechanical breakdown or similar causes at any time.

Luggage, valuables and all other personal effects are at all times and in all circumstances at your own risk unless and to the extent that loss or damage is proved to have been caused by **Terry's Coach Hire** negligence.

Terry's Coach Hire contracts on client's behalf (Where applicable) to provide hotels, ferries and other such services as requested by the client. In this event this is done on the suppliers conditions.

Changes by you: If you want to change any of the details of your booking after receipt of your deposit, we will do our best to help you. If a change is required within 8 weeks of the original departure date the change may be treated as the exercise of an option to cancel (The above charges will apply). If for example your party has reduced in number it may mean your party may have to pay more, at a recalculated price. Times made at the commencement of booking must be strictly adhered to. Failure to comply may result in the cancellation of the provision of service and will be treated as cancelled by the client, therefore no refund will be given.

Complaints Procedure If you have a complaint whilst on the excursion, you must tell our representative and the appropriate supplier immediately. They will do their best to resolve the problem to your satisfaction on the spot. On your return, if you wish to pursue your complaint, you must write directly to us (within 14 days of your return), after which **Terry's Coach Hire** cannot accept liability for the event complained of.