

# Landmark Coaches

## DAY TRIPS and EXCURSIONS TERMS & CONDITIONS OF TRAVEL

**These Terms and Conditions apply to day trips and excursions operated by Landmark Vehicle Hire Limited and/or Landmark Coaches Limited as advertised on our website, Social Media Channels and in our brochures.**

Some day trips and excursions advertised on our website are arranged and advertised by Third Party Organisers with us supplying the coaches. Where this happens, the Organisers are clearly identified on the individual advert. By purchasing tickets through a Third Party Organiser, The Terms and Conditions of the Third Party Organiser will be deemed to apply.

You can find our latest Day Trips & Excursions at <https://www.landmarkhire.com/what-we-do/day-trips/>

You can also find our Terms and Conditions for General Coach and Mini Bus Hire at <http://www.landmarkhire.com/wp-content/uploads/Terms-and-Conditions.pdf>

**Our aim is to make your trip an enjoyable and special day out. We would ask that you read our Terms and Conditions to ensure that you are happy with them before you book your tickets.**

### Payment –

We regret that we are unable to reserve or hold tickets without payment. **Due to popular demand all tickets are allocated on a First Come First Served basis.**

**Tickets must be paid for in full at the time of booking** unless agreed otherwise by the Company. Tickets may be booked by calling 01462 733764. (Mon – Fri).

Where a deposit is taken, we will hold your tickets until 28 day's before the date of the trip. It is the Customers responsibility to ensure that we receive full payment for the ticket/s no later than 28 day's before the date of the trip. **We do not issue reminders when any balance is due.** In the event that we do not receive the balance, we reserve the right to resell the tickets and cancel the booking.

**PLEASE NOTE** – Deposits are non refundable in the event of the Customer cancelling the booking or failing to pay the final balance.

Full refunds of any deposit will be made by the Company in the event that the Company has to cancel the trip.

### Credit/Debit Cards

We can accept payment over the telephone using most major Credit/Debit cards.

### Cash/Cheques

We can accept cash or cheque payments (Supported by a valid Debit Card) at our Main Office in Arlesey during normal office opening hours.

## **Seat Reservations –**

We will try our best to reserve specific seats if they are available at the time of booking however we are unable to **guarantee** that they will be available on the day of travel. The Company reserves the right to change seat allocations for operational reasons.

## **Age Restrictions –**

Children aged 16 years and under will not be carried unless accompanied by a responsible adult.

## **Cancellation of Day Trips by the Company –**

The operation of our advertised day trips is subject to there being a minimum number of bookings. On some occasions a day trip may have to be cancelled. Where this happens, we will try to give you (The Customer) as much notice as is reasonably possible.

We reserve the right to use a vehicle with the seating capacity to meet demand. This may include full size coaches, midi coaches or mini buses.

**It is recommended that Customers ring us 7 days before their trip to confirm details including Pick Up Times.**

**In the event that we have to cancel a trip, the Customer will be offered an alternative product or receive a full refund at their choice.** Where we have to cancel a trip, we will make every effort to contact you using the contact details given, but do not accept any liability if we are unable to make contact.

**PLEASE NOTE** – As of 13<sup>th</sup> March 2020 and due to COVID-19 - Additional Terms and Conditions now apply which are specific to bookings made on or after this date. COVID-19 T&C's will also apply until further notice. (See Lower Down)

## **Cancellation of Day Trips by the Customer –**

In the event of cancellation by the customer, day trips payments are not refundable unless the Company are able to resell the tickets. We will however allow you to transfer the tickets to a third party provided you advise us of the name/s of those travelling. We will, in some circumstances and at the absolute discretion of the Company, allow you to transfer your booking to another trip.

## **Itineraries –**

Information provided in our brochures and on our website is usually published up to 12 months in advance and is correct at the time of going to print. The company accept no liability for any alterations made by third party suppliers for changes to any times, entrance fees, dates or venues.

We will use the route considered by us to be the safest and most direct. We do not accept any liability for delays which may lead to changes to the itinerary, route or destination on the day of travel and which are due to circumstances outside of our control, including, but not limited to breakdowns, road conditions, severe weather conditions etc.

## Time at Destination

Timings on individual adverts are a guideline only and may be subject to change due to traffic or road conditions or for Operational reasons.

## Entrance Fees and Charges

Ticket prices do not include meals, entrance fees etc. unless specifically stated on the individual advert.

## Child Prices –

Child Prices refer to any young person **under the age of 16 Years on the date of travel**. In some circumstances, we may need to change the age limit due to the requirements of a third party supplier. Where this happens it will be clearly stated on the individual advert.

Children **under** the age of 3 years can usually travel for free if they do not require a seat on the coach. Check at time of booking.

Some trips are “Adult Only” and where this happens, child prices are not advertised.

**The number of available Child seats may be limited on each trip.**

We may ask to see proof of age.

## Family Tickets –

We offer **Discounted Family Tickets** on certain trips. Where they are available, they are advertised on the individual advert. Where available, **a family ticket applies to two full fare paying adults travelling with two children aged under 16 years.**

**The number of family tickets may be limited on each trip.**

## School Holiday Specials –

We Offer a number of trips during School Holiday’s which are aimed as fun educational trips for parents with children or grandparents with grandchildren.

On some of these trips we advertise that “**Kids Can Travel for a Quid**“. This applies to one child travelling with one full fare paying adult. **Additional children are carried at the full Child Rate.**

On some of these trips we advertise that “**Children Travel FREE**“ This applies to one child travelling with one full fare paying adult. **Additional children are carried at the full Child Rate.**

**The number of available Child seats may be limited on each trip**

## Concessions –

Concession Prices refer to any person who is **aged 60 years or over.**

We may ask to see proof of entitlement.

**The number of Concessionary seats may be limited on each trip**

## **Wednesday Half Day Senior Citizens Specials**

We have designed these trips for older people who may not have their own transport to get to local attractions. These trips are very reasonably priced and operate as a "Half Day Trip" between the hours of 10am and 2pm.

Specific times are available from our office for each trip

**We are unable to guarantee** that one of our disabled coaches will be able to operate this service. This service may be operated by one of our coaches, single or double deck buses.

**You must be aged 60 years or above to book on one of these trips.**

## **Special Offers and Promotions**

All Special Offers and Promotions are subject to the Terms and Conditions of the offer or promotion in addition to these Terms and Conditions. Special Offers and Promotions may not be used in conjunction with any other Special Offer or Promotion. Special Offers and Promotions are subject to availability.

The Company reserves the right to introduce or withdraw Special Offers and Promotions at any time and without notice.

## **Health & Safety**

If you wish to board the coach with items other than normal hand luggage, please obtain our consent at the time of booking. We reserve the right to refuse permission to board if we consider a passenger has any items or equipment that will be detrimental to the health and safety of our staff and/or other customers.

Our drivers are not allowed to take any action that may put at risk their health, safety or welfare and must abide by the legal requirements regarding driver hours and the necessary breaks.

## **Disabled Customers**

Where available, we are happy to reserve the front seats for the use of customers who have a Registered Disability or hold a Blue Badge.

Some Day Trips may involve long journeys and/or long walks. Some visitor attractions may have steps and no lifts.

You must be able to board the coach using the entrance steps.

**Please let us know about your disability when booking and we will let you know if the trip is suitable for you.**

## Wheelchairs, Scooters and Walking Frames

For Safety reasons, wheelchairs, scooters and/or walking frames may not be carried in the passenger areas of the coach. They will however, be stored in the lockers subject to space being available.

**Please advise our staff at the time of booking.**

**Please Note** – Schedule 3 Scooters are not permitted for carriage under any circumstances.

## Buggies and Pushchairs

For Safety reasons, buggies and pushchairs may not be carried in the passenger areas of the coach. They will however, be stored in the lockers subject to space being available.

**Please advise our staff at the time of booking.**

## General

Wheelchairs, scooters, walking frames, buggies, pushchairs or other similar equipment are carried at the Customers Own Risk and we do not accept any liability for any damage whilst stored in the luggage compartment.

Wheelchair and Scooter users must be accompanied by someone who is able to take charge of the chair or scooter, and, where appropriate, dismantle and reassemble it, disconnect any batteries and load/unload it into the luggage compartment.

No individual piece of equipment should weigh more than 15 kgs.

## Booster Seats

Where booster seats are required for children, it is the responsibility of the Customer to provide and fit these.

**Please advise our staff at the time of booking.**

## Transportation of Animals

Animals are not permitted to travel on our day trips with the exception of assistance dogs.

**We would ask that you advise our office when booking if you intend bringing an assistance dog.**

## Smoking

For the comfort of all passengers and/or to comply with the law, **Smoking is not permitted on any of our coaches or buses.**

## Alcohol

Alcohol is not to be consumed on-board any of our vehicles at any time.

## Seatbelts

All of our coaches are fitted with seatbelts (These being either Three Point or Lap Belts).

**The law requires that you must remain in your seat at all times whilst the vehicle is in motion. You are required to wear a seatbelt.**

Parents/Guardians are responsible for **ensuring that children remain seated and wear seatbelts.**

**We do not accept any liability for damage, injury or loss to or for any passenger as a result of any passenger standing up or walking around the vehicle whilst it is in motion.**

## Mobile Phones

If you need to use a mobile phone whilst on-board the coach, please keep your conversation/s as quiet and as brief as possible to avoid distracting your driver and to minimise disturbance to other passengers.

## Comfort Stops

Many of our coaches have on-board toilets, **but** where toilets are not provided on the vehicle, the driver will make comfort stops at his/her discretion. We do not guarantee the availability of toilet facilities due to operational reasons.

## Pick Up Times

Passengers are requested to be at their Pick Up Point **at least 5 minutes before the scheduled departure time** in order to avoid any delay in the Service and to allow time for all passengers to embark. **Our Coaches will depart at the scheduled time.**

## Late Arrivals

**No refunds will be given if you fail to arrive at the stated pick up time.**

We **do not accept any liability** for any additional travel or accommodation expenses or any other expenses incurred by you as a result of you missing the coach or bus on the return journey.

**Due to driver hours, and the convenience of the other passengers, the vehicle will depart at the time specified by the Office or Driver.**

## Feeder Coaches

On some popular trips, we may use feeder coaches or mini buses to service the main coach

## Third Party Operators

We reserve the right to use the services of reputable third party operators for operational reasons.

## Anti Social Behaviour

We do not allow any anti social behaviour on any of our vehicles.

**Any person who endangers the safety of the vehicle and/or the Driver or spoils the enjoyment for other passengers will be removed from the vehicle.**

In the unlikely event of this happening no refund/s will be given and we **do not accept any liability** for any additional travel or accommodation expenses or any other expenses incurred by any person as a result of being removed from the vehicle.

## Lost & Found Property

Any property found on-board the vehicle must be handed to the driver for safe-keeping. The driver will hand in all items of found property to our office.

If you have lost an item of property, you should contact our Offices between 10 am and 1pm from Monday to Friday on 01462 733764 or by email to [Lost Property](#) and we will let you know if it has been found.

You will be able to arrange a time and date to collect the item from our main Depot in Arlesey.

If you are unable to collect your item, we can arrange for delivery by post or courier, but you will be required to pay for the delivery charges and a small administration fee before we despatch the item.

Landmark Vehicle Hire Limited and Landmark Coaches Limited do not accept any responsibility or liability for your personal property.

## Continental Excursions

Passports are essential for all excursions to EU Countries and Visa's may be required for travel to Non EC Countries. We advise all passengers to have adequate insurance for continental excursions.

## Your Health

**You may wish to contact your Doctor, before undertaking a coach journey of more than 3 hours if you have ever had -**

- \* Deep Vein Thrombosis or Pulmonary Embolism
- \* A family history of Clotting Conditions or an inherited tendency to Clot
- \* Cancer or treatment for Cancer in the past
- \* Undergone Major Surgery in the last three months
- \* Had Hip or Knee Replacement Surgery in the last three months
- \* Suffered from a Stroke, Heart or Lung Disease.

## Limitation of Liability

We cannot accept responsibility or liability for any changes/amendments that any venues featured in our brochure, or detailed on our website, may make to their published programme of events.

We are not liable (whether caused by our employees, agents or otherwise) in connection with our provision of the Services or the performance of any of our other obligations under these Terms and Conditions for any indirect, special or consequential loss, damage, costs, or expenses or; any loss of profits; loss of anticipated profits; loss of business; loss of data; loss of reputation or goodwill; business interruption; or, other third party claims; or any failure to perform any of our obligations if such delay or failure is due to any cause beyond our reasonable control; or losses caused directly or indirectly by any failure or your breach in relation to your obligations; or any losses arising directly or indirectly from the choice of Services and how they will meet your requirements or your use of the Services or any goods supplied in connection with the Services.

### FORCE MAJEURE

We regret that we cannot accept 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 this booking force majeure means any event which either we and/or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include, but is not limited to, unavoidable technical problems with transport, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, epidemic or pandemic, adverse weather conditions, border restrictions or closures, fire and all similar events or circumstances outside of our control.

**Where liability is accepted it will be limited only to a refund of the ticket price paid in full and final settlement.**

Where tickets are purchased through third party agents, **the contract will be entered into between the Customer and the Third Party and will be subject to the Terms & Conditions of the Third Party in addition to our Terms and Conditions.**

All descriptions on our Website, Social Media Pages, Brochures, Flyers and Advertising Material are given as a guideline only. We reserve the right to make changes at our discretion to any Day Trip without Prior Notice.

These Terms and Conditions shall be governed by and construed in all respects in accordance with English Law and the parties shall agree to submit to the exclusive jurisdiction of the English Courts.

## Acceptance of These Terms & Conditions

By Booking and/or travelling on one of our Coach Trips, you will be subject to these Terms and Conditions once we have received your deposit and/or payment for the trip.



## COVID-19 AMMENDMENT

As of 13th March 2020 and due to the current outbreak of Coronavirus (COVID-19) in the UK, a number of our day trips during 2020 and 2021 **may** be affected by travel restrictions and in order to ensure your safety these trips may be cancelled or rescheduled as deemed necessary by The Company. Some trips may be rescheduled to a later date.

### TICKETS PURCHASED ON OR BEFORE 13<sup>th</sup> March 2020

**If you have already purchased Tickets on or before the 13<sup>th</sup> of March 2020 for one of the affected trips, the following Terms and Conditions will apply:**

In the event of cancellation by the Company, you will receive a full refund.

In the event that the date of the trip is rescheduled by us due to COVID-19, we will honour your tickets for the alternative date or in the event that you are unavailable to travel on the alternative date/s – We will issue you with a Credit which may be used towards an alternative trip. any time in 2020 or 2021. This may be extended at our discretion.

In the event of cancellation by the Customer, you will receive a credit which may be used towards an alternative trip any time in 2020 or 2021.

### TICKETS PURCHASED AFTER 13<sup>th</sup> March 2020

**If you purchase tickets after the 13<sup>th</sup> of March 2020, the following Terms and Conditions will apply:**

In the event of cancellation by the Company, you will receive a full refund, less any amount that we have paid on your behalf to third party attractions for entry tickets/show tickets etc.

In the event that the date of the trip is rescheduled by us due to COVID-19, we will honour your tickets for the alternative date or issue you with a credit which may be used towards another trip in 2021.

In the event of cancellation by the Customer, tickets are non refundable, but may be transferred to a third party or credited for future travel at the discretion of the Company.

**During the COVID-19 pandemic, we may need to introduce additional measures on some trips in order to comply with government guidelines and to ensure that you can travel safely.** These may include, but are not limited to – Non Contact Temperature Checks on Boarding – On-board Social Distancing measures – Closure of Washroom Facilities – Track and Trace Measures etc.

You can find our current COVID-19 guidelines for travellers at <https://www.landmarkhire.com/wp-content/uploads/COVID-19-SAFE-23.12.20.pdf>

## Safety

Our Depot is COVID-19 Secure and we follow the NHS Guidelines below.

All of our vehicles are deep cleaned and sanitised before and after each trip using the latest fogging technology, we have implemented on-board social distancing and follow all current Government Guidelines.

HM Government **NHS**

### STAYING COVID-19 SECURE IN 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

#### FIVE STEPS TO SAFER WORKING TOGETHER

- ✔ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✔ We have **cleaning, handwashing and hygiene procedures** in line with guidance
  - ✔ We have taken all reasonable steps to **help people work from home**
- ✔ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✔ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

**STAY ALERT > CONTROL THE VIRUS > SAVE LIVES**

## Complaints

In the unlikely event that you have cause to complain on the day of travel, we would ask that you advise us at the time, in order that we can try and put things right for you. In the first instance, the problem should be raised with the driver who will try to remedy the situation.

You may also wish to contact our Office during normal Office Hours or if it is outside of Normal Office Hours you may request that the driver supply you with our 24 hour Duty Managers telephone number who will do his/her best to remedy the situation.

If you are still unhappy, you are asked to put your complaint in writing within 14 days of the date of the trip to:

The General Manager, Landmark Vehicle Hire Limited, Unit 6, Arlesey Business Park, Mill Lane, Arlesey. SG15 6RF.



