

**Booking Form 2011 - Holiday One**  
Please check availability before completing

**Booking Reference No.**  **Resort**  **Date of Tour**

Name & Address: Mr/Mrs/Miss/Ms

Postcode  Telephone

Passenger Details					
Mr/Mrs Miss/Ms	Initials & Surname Lead name repeated	Seat No.	Room Type	Holiday Insurance Tick if required	Departure Point* See front page

\*If you would like a home pick up, please write 'HOME' in this column and give further details on the back of this booking form. Please note this will incur an additional charge as detailed on the front of this insert.

Holiday Insurance Per Person Inc. Insurance Premium		
Duration	UK	Channel Isles & Ireland
1/2 days	£11.00	-
3/4 days	£16.00	-
5/6 days	£19.00	£22.00
7/8 days	£21.00	£24.00

<b>Driver</b>	4	8	12	<b>16</b>	<b>20</b>	24	28	32	36	40	44	48	53
	3	7	11	<b>15</b>	<b>19</b>	23	27	31	35	39	43	47	52
Please indicate your preferred seat/s All seats are non smoking <b>51</b>													
<b>Door</b>	2	6	10	14	18	22	26	30	34	38	42	46	50
	1	5	9	13	17	21	25	29	33	37	41	45	49
Seating arrangement varies from coach to coach - please ask for details													

Special Requests
You can write any special requests on the back of this booking form. They will be noted, but are not guaranteed (see page 5)

Signature & Date
I hereby certify that I am over 17 years of age. I have read, understood and accept for myself and on behalf of all others named the terms of the Trading Charter and information pages printed in the brochure.
Signed _____ Date _____

Payment	£30 per person (Not applicable to Air Tours - please ask for details) or full amount if due
Deposit	£
Insurance	£ If required
Total	£ Cheques payable to Paul James Coaches

**Booking Form 2011 - Holiday Two**  
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Postcode  Telephone

Passenger Details					
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Insurance	£ If required
Total	£ Cheques payable to Paul James Coaches

## COACH HOLIDAY TRAVEL INSURANCE

Travel insurance is optional on most of our tours - (if this is not the case it will be stated on the individual brochure pages).

A Special Holiday Travel Insurance Scheme is available for all passengers travelling on our holidays which is arranged with ETI – International Travel Protection (the UK branch of Europäische Reiseversicherung AG) who are licensed by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN – www.bafin.de) and approved by the Financial Services Authority (FSA – www.fsa.gov.uk) to undertake insurance business in the UK. Should you wish to take advantage of our 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 pre-existing medical conditions, are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen events detailed in the cover section below. Subject to the terms, conditions and maximum specified claim limits.

### 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 **SPECIALTY ASSISTANCE LTD - 24-hour emergency service**. The following is a brief summary of the cover available. Full details of Cover, Policy Warranties 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.

Cover	Sums Insured Up To
Cancellation	£3,500
Missed Departure/Travel Delay	£600/£60
Personal Accident	£15,000
Medical and other Expenses including Curtailment	£2,000,000
Additional Travelling Expenses - UK	£1,500
Medical Inconvenience Benefit	£450 (£15 per 24 hours)
Personal Property/Loss of Passport	£1,500/£200
Personal Liability	£2,000,000
Delayed Baggage	£100
Legal Expenses	£10,000
14 day Refund	Insurance Premium

### Policy Excess

*Please note, unlike many other Travel Insurance Policies, our Coach Holiday Travel Insurance Scheme is EXCESS FREE.*

### IMPORTANT – HEALTH CONDITIONS APPLYING TO ALL TRAVEL DESTINATIONS

If you are travelling in England, Scotland, Wales, Northern Ireland and can answer NO to questions 1-3 and YES to 4 immediately below, it will not be necessary for you to complete a Self Declaring Medical Form. The Standard Policy Terms, Conditions and Exclusions shall apply.

### Applying to all areas

It is a condition that at the time of taking out this policy and between that time and your departure you must comply with each of the following:

1. You are not aware of any reason why the trip should be cancelled or cut short
2. You are not travelling:
  - a) against the advice of a medical practitioner
  - b) for the purpose of obtaining medical treatment, or
  - c) if you have been given a terminal prognosis
3. You are not receiving or awaiting treatment for an illness or injury as a hospital day case or in-patient, as any claim arising from this injury or treatment will not be covered.
4. If you are on medication at the time of travel, your medical condition is stable and well controlled.

In addition, if you are travelling outside England, Scotland, Wales and Northern Ireland, the following additional conditions will apply:

You must notify the Issuer of this policy immediately of any of the conditions listed below arising between the date the policy is issued and the time of departure of the trip. We must be informed of any fact, which is likely to influence us in the acceptance, assessment or continuance of this insurance. Failure to do so may invalidate this insurance, leaving you with no right to make a claim.

1. If you have received medical treatment as a hospital day case, in-patient or out-patient during the six months prior to the booking of the trip, you must obtain from a medical practitioner at your cost confirmation that you will be fit enough to take the trip.

2. If you are undergoing medical treatment as a hospital out-patient at the date the final balance of the trip is due to be paid, a certificate of fitness confirming your ability to travel must be obtained at your cost.

### The Policy contains the following General Exclusions:

YOU ARE NOT COVERED for anything caused directly or indirectly by you suffering from stress, anxiety or depression unless it has been investigated and diagnosed as such by a Consultant specialising in the relevant field, who must confirm in writing at your cost that you are fit enough to take this trip.

Please note our Holiday Travel Insurance Scheme is only available to United Kingdom Residents.

### Cooling Off Period

You should read your policy immediately to ensure it meets with your requirements. If for any reason it does not it must be returned to the issuer of the policy within 14 days of the date of issue or prior to travel whichever is the sooner. Your money will be refunded in full, provided no claims have been made or incident likely to give rise to a claim has arisen. If you cancel your policy after 14 days no refund will be given.

You are advised to read the policy carefully. We would draw your attention to important features of the policy, including:

**Policy Documentation:** You should read the document carefully. It gives you full details of what is and is not covered and the conditions of the cover.

**Conditions, Exclusions and Warranties:** Conditions and exclusions will apply to the individual sections of your policy, but refer to the general exclusions, conditions and warranties which will apply to the whole of your policy.

**Date Recognition Failure:** Your policy contains exclusions for losses arising from the failure of equipment to correctly recognise the calendar date, such as the change to year 2000.

**Fraudulent Claims:** It is a criminal offence to make a fraudulent claim.

**Health:** Your policy contains restrictions regarding some pre-existing medical problems concerning the health of the people travelling and of other people upon whose health the trip may depend.

**Sports and Pastimes:** If you are going to take part in dangerous sports or pastimes where there is a risk of injury, check that your policy covers you.

**Property Claims:** These claims are paid based on the value of the goods at the time you lose them and not on a 'new for old' or replacement cost basis. Your policy will set out what proof the insurer needs to support any claim. You are not covered for unattended property unless it is in a locked luggage compartment of a coach or bus and evidence of forcible and violent entry is available.

**Policy Limits:** Most sections of your policy have limits on the amount the insurer will pay under that section. Some sections also include other specific limits, for example, for any one item or for valuables in total. You are advised to check your policy if you intend taking expensive items with you.

**Policy Excess:** There are no excesses on any claims, which means you will not be responsible for paying the first part of each incident, except where an excess has been applied due to a specific medical condition.

**Reasonable Care:** You need to take all reasonable care to protect yourself and your property.

**Complaints:** Your insurance policy will have in it a complaints procedure, which tells you what steps you can take if you wish to make a complaint.

**Governing Law:** You are free to choose the law applicable to this policy. Your policy will be governed by the law of England and Wales unless you have agreed otherwise.

### Channel Islands Air Tours

The standard certificate wording also applies to policies taken out with us for Jersey and Guernsey Air Tours. Please note, however, these are subject to a different cancellation scale.

Paul James Coaches is a representative of ITC Compliance Limited who are authorised and regulated by the Financial Services Authority.

# 2011 Booking Form & Trading Charter



This insert includes details of our Trading Charter, Coach Holiday Insurance and Pick Up Procedures; also Booking Forms (and how to make a booking). If you require any further information, please give us a call.

## How to Book

Bookings can be made by telephone, by post or by calling into our Hugglescote Booking Office

Payments to us can be made by cash, cheque, or debit/credit cards (there will be a 2% charge for payment by credit card)

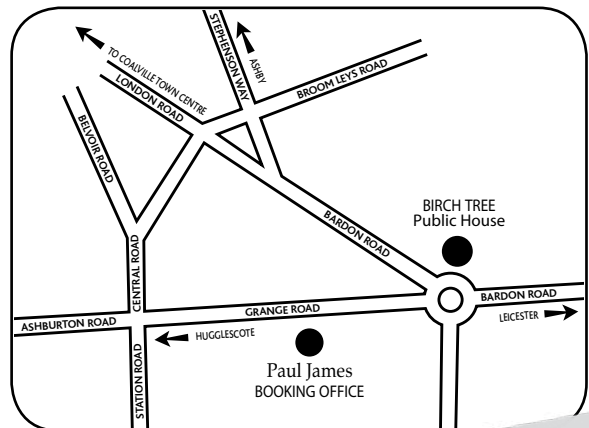
Please make cheques payable to Paul James Coaches

### Our booking office is open:

Monday to Friday 9.00am - 5.00pm

Saturday 9.00am - 11.45am

*Please note it is advisable to check availability before completing a booking form*



## Pick Up Points

### Route A - Southbound

Coalville  
 Ibstock  
 Ashby  
 Shepshed  
 Loughborough  
 Birstall  
 Leicester  
 Narborough Road South  
**By feeder to Leicester:**  
 Melton  
 Syston

### Route B - Northbound

Melton  
 Syston  
 Leicester  
 Birstall  
 Loughborough  
 Shepshed  
 Coalville  
 Ibstock  
 Ashby

### Route C - East/North East Bound

Coalville  
 Ibstock  
 Ashby  
 Shepshed  
 Loughborough  
 Birstall  
 Leicester  
 Syston  
 Melton

Home  
 pick-up  
 option  
 available

The above routes have been worked out to ensure the minimum amount of time is spent picking up and the coach is travelling in the best direction to continue the journey to the resort. Our booking office staff will be happy to advise which route a tour is taking so that you can choose the most convenient pick up point for your chosen holiday. With the exception of those from Melton and Syston (on Route A only), passengers will not have to change coach. *The pick up points for our day excursions may vary from the above – please ask for details.*

## Home Pick Up Option *(Applicable to Leicestershire and Rutland only)*

We recognise that some customers would prefer a 'door-to-door' facility, but that not everyone needs this. Therefore, we have decided to give our customers the choice of either one of our standard pick up points or paying a supplement of £20 per person per tour for this service.

**For further information and provisional bookings please call 01530 832 399**

## Paul James Coach Holidays

Unit 5, Grange Farm Business Park, Grange Road, Hugglescote, Leicestershire LE67 2BT  
 email: [info@pauljamescoaches.co.uk](mailto:info@pauljamescoaches.co.uk) • [www.pauljamescoaches.co.uk](http://www.pauljamescoaches.co.uk)



## Veolia Transport England plc trading as Paul James Coaches ("Paul James Coaches")

Registered Office: Unit 23 Garrison Street, Birmingham, B9 4BN

Booking Office: Unit 5, Grange Farm Business Park, Grange Road, Hugglescote, Leicestershire LE67 2BT

**1. Our Trading Charter With You** Why should I read this page? Because it is very important. Our Trading Charter forms a key part of our agreement with you and forms the basis of a legally binding contract between you as the lead name making the booking, anyone else in your party and us. When you make this booking as the lead name you undertake that you have the authority to accept, and do accept, on behalf of your party the terms of these booking conditions. We reserve the right to perform our contract with you through or to transfer this contract to any of the companies from time to time forming part of our group of companies in the UK including (without limitation) Paul James Coaches Limited and Veolia Transport UK Limited. This contract is made subject to the terms of these booking conditions, which are governed by English Law. Subject to Condition 16 in respect of arbitration you submit to the exclusive jurisdiction of the English Courts. If your holiday involves any travel by air your contract will be with Destination Specialists (Atol protected 9503). These booking conditions and financial guarantees will not apply to any holiday involving any type of flight. Instead, you will be supplied with the full booking conditions of the ATOL holder arranging your holiday. Your booking agent will have a copy or alternatively you can request one prior to booking your holiday from Paul James Coaches.

**2. How and when do I make this contract with you?** We welcome you making contact with us in a number of ways. You can write to us, telephone, fax, e-mail, or call in at our office at Hugglescote. Whichever way you contact us the contract is made when your booking is entered on to our reservation system and we issue a confirmation of booking on receipt of a payment. We will send you or your agent the confirmation of your booking within five working days. Please check this confirmation very carefully to ensure all the information is correct and tell us or your agent immediately if any errors.

**3. How is my holiday money protected?** We subscribe to the Code of Conduct of the Bonded Coach Holiday Group (BCHG) of the Confederation of Passenger Transport UK. BCHG requires a bond to be taken out to provide protection for your holiday money in the unlikely event that a Member cannot, for financial reasons, carry out their obligations to their customers.

**4. BCHG Consumer Guarantee** The Bonded Coach Holiday Group guarantees to bona fide customers that in the event of failure of a bona fide member, it will: (a) wherever possible, arrange for a holiday or tour to be completed; (b) where failure occurs after a holiday has begun, arrange for customers to be returned by an appropriate means of transport to their UK area of departure; (c) if the holiday or tour cannot be completed as planned, reimburse payments made by the customer to the BCHG Member.

**5. When do I need to pay for my holiday and how much?** At the time of booking you will need to pay a deposit of £30 for most tours (the deposit amount for air tours can be obtained from our office) for each person named on the booking. The balance is usually due 6 weeks prior to departure; earlier for air tours (please ask for details). The balance due date will be shown on your booking confirmation. If you book within our balance due period you will need to pay the total holiday cost at the time of your booking. If you do not pay the outstanding balance for your holiday on or before the date when it is due we may cancel your booking and you will be required to pay the cancellation charges detailed in Condition 11. The date of cancellation will normally be the date you confirm in writing that you intend to cancel or 15 days after the balance due date, whichever comes first. Where optional items are purchased as part of the tour package these are payable on the balance due date except where items, such as theatre tickets, have been specifically purchased for you. In this case the cost will be payable at a separate date notified to you and will not normally be refundable unless we obtain a refund from the supplier we use. Where you use a booking agent, they may require you to pay them before the balance due date. They will advise you separately of this.

**6. If I use a booking agent who does my money belong to?** Your booking agent will hold your deposit on your behalf until we issue a confirmation of your booking. The agent then holds this money on our behalf. The agent holds the balance you pay on our behalf until the date the balance is due. The agent will then forward this balance to us.

### 7. Can you change the price of my holiday after you have issued the booking confirmation?

Yes we can, but only in very limited circumstances. The price of your holiday can be varied due to changes in:- a) Transportation costs such as fuel and/or fuel tax, ferry operator fares and tolls, embarkation or disembarkation fees at terminals; b) Exchange rates applied to the particular holiday booked; or c) Dues and taxes including changes in VAT or any other Government imposed changes. Variation up to 2% of the price of your holiday, which excludes insurance premiums and any amendment charges, will be absorbed if the price increases or retained if the price decreases. For larger variations, if the price increases, the first 2% will still be absorbed, but the remainder of the increase will be surcharged. If the price decreases, the full decrease will be refunded. In either case, an amount may be charged to cover agent's commission. If this means that you have to pay an increase of more than 10% of the price of your holiday, you may cancel it and receive a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your revised invoice. Alternatively, you can accept an offer of an alternative comparable holiday of equivalent or superior quality, if available, or an alternative holiday of lower quality, if available. You may then transfer payment made in respect of the original holiday to the alternative holiday. If the cost of the alternative holiday is less than the original holiday, the difference in price will be refunded. We will also pay compensation as set out in Condition 11 below. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday due to contractual and other protection in place. In addition to sterling we use the following currencies in calculating our holiday prices. Ireland: £1 = 1.10 euros.

**8. Can I change my holiday arrangements?** After we have issued our booking confirmation we will do our best to accommodate any changes you may want to make but we cannot guarantee to do so. Any changes must be notified to us in writing and signed by the person who signed the booking form or the lead name on the confirmation. If we are able to make the changes an amendment fee of £5 will be payable plus any additional charge for the facilities requested. Any significant alteration after the balance due date will be treated as a cancellation of the original booking and will be subject to the cancellation charges detailed in Condition 11. A significant alteration would include a change of departure date, holiday or hotel, or number of people travelling. This condition 8 is not applicable to air tours - please ask for details.

**9. Can I transfer my booking to someone else?** You can transfer your booking to someone else provided you give us reasonable notice. This person must be able to satisfy all the conditions

for the holiday and a change cannot normally be made later than seven days prior to departure. We will make an administration charge of £5 per booking for every transfer we make plus any reasonable additional costs caused by the transfer. You will remain responsible for ensuring that the holiday is paid for by the balance due date. This condition 9 is not applicable to air tours - please ask for details.

**10. How can I cancel my holiday?** You, or any member of your party, may cancel at any time provided that the cancellation is made by the person who signed the booking form or the lead name on the confirmation and is communicated to us in writing via the office at which you made your original booking. You will have to pay cancellation charges according to the scale set out in Condition 11 to cover our estimated loss resulting from the cancellation. If you are insured against cancellation you may be able to recover the charges from your insurers. Your cancellation will take effect from the date when either the booking agent or we receive your written confirmation of your cancellation. You must also return any tickets or vouchers that you have received. A reduction in room occupancy may increase the charges for the remaining members of your party by the application of supplements for low occupancy of rooms.

### 11. Scale of Cancellation Charges for coach tours

Period before departure within which written cancellation of holiday is received	Amount of cancellation charge shown as a % of holiday price
More than 42 days	Deposit
42 - 28 days	30%
27 - 14 days	45%
13 - 7 days	60%
6 days or less	100%

This scale is not applicable to air tour - please ask for details.

**12. What happens if you change my holiday?** The arrangements for your holiday will usually have been made many months in advance. Sometimes changes are unavoidable and we reserve the right to make them. Most of these changes are likely to be minor and we will do our best to keep you informed. If, after booking and before departure, we make a significant change to your holiday you may withdraw from the holiday without penalty and we will pay you compensation according to the scale set out in Condition 13. A significant change includes a change in departure time or return time of more than 12 hours, a change of departure point, location of resort or quality of hotel, (excluding single overnight hotels on touring holidays where the quality of the hotel is comparable) or the specification of the coach. We reserve the right to use either a ferry or the Channel Tunnel for any of our holidays requiring a crossing between England and France. If you withdraw from the holiday because we have made a significant change or if we have to cancel your holiday for any reason other than non-payment by you we will offer you the choice of:

a) A comparable replacement holiday if available; b) A replacement holiday of lower quality together with a refund of the price difference; c) A full refund of the money you have paid. When we have notified you of the changes and options available, you must tell us your decision as soon as possible and within any timescale we may need to set bearing in mind the need to safeguard the holiday arrangements of other customers. If, prior to departure, we make a significant change to your holiday arrangements or cancel your holiday we will not pay you compensation if:- a) The holiday is cancelled because the number of persons who agreed to take it is less than the minimum number required, and you were informed of the cancellation in writing within the period indicated in the description of the holiday; or b) the holiday is changed or cancelled by reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised. These circumstances include war or threat of war, riot, civil strife, terrorist activity, industrial disputes, fire, quarantine, epidemic or health risks, natural or nuclear disasters, port and terminal closures and adverse weather conditions. If, after departure, we need to make a change to a significant proportion of your holiday, we will do our best to make suitable alternative arrangements at no extra cost to you. If it proves impossible to make suitable alternative arrangements, or if you have reasonable grounds for refusing the alternative offer, we will arrange transport back to your point of departure, or to an alternative location that we agree to. Unless the change is a result of unusual or unforeseeable circumstances beyond our control (as described above) you will also be entitled to compensation.

### 13. Scale of Compensation

We will pay you compensation for significant changes on the following scale:

Period before departure in which significant change is notified to you or your agent	Amount per person
More than 42 days	Nil
42 - 28 days	£10
27 - 14 days	£15
13 - 7 days	£20
Less than 7 days	£25

Payment of compensation according to the scale set out above will not affect your statutory right to claim further compensation if, in all the circumstances, you remain dissatisfied.

**14. What is the extent of your liability?** We accept responsibility if you or any member of your party is killed or injured as a result of an activity forming part of your holiday arrangements which you booked with us before your departure or if any part of your holiday arrangements, booked with us in the UK, is not as described in the brochure or not of a reasonable standard provided that the failure in your holiday arrangements or any death or personal injury is due to any fault on our part or that of our agents or suppliers whilst acting in the course of their employment. We do not accept responsibility if the failure, death or personal injury is not caused by any fault of ours or of our agents or suppliers or is caused by you or someone not connected with your holiday arrangements or if the failure, death or personal injury is due to unusual or unforeseen circumstances which, even with all due care, we, or our agents or suppliers, could not have anticipated or avoided. For claims which do not involve personal injury, illness or death, the most we will have to pay if we are liable to you is the price the person affected paid for their holiday (not including insurance premiums and amendment charges). We will only have to pay this maximum amount if everything has gone wrong and you have received no benefit from your holiday. If you or any member of your party is killed, injured or becomes ill as a result of transport by ship, train or coach, any liability for which we may have to pay compensation is limited in line with the Athens Convention (applies to transport by ship), the Berne Convention (applies to transport by rail) and the Geneva Convention (applies to transport by road). You can get copies of the relevant conventions from us if you ask. You should also note that these conventions may limit or remove the carrier's liability to you and the amount which the carrier has to pay you. If we make any payment to you or any member of your

party for death, personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to take action against the person or organisation responsible for causing the death, personal injury or illness. Our suppliers (such as accommodation or transport providers) have their own booking conditions or conditions of carriage, and these conditions are binding between you and the supplier. Some of these conditions may limit or remove the relevant transport provider's or other supplier's liability to you. You can get copies of such conditions from our offices, or the offices of the relevant supplier.

**15. What do I need to do if I have to complain?** If you have a complaint during your holiday you should tell the driver/representative or supplier at the earliest opportunity so that they can do their utmost to resolve the problem immediately. If they are unable to resolve the problem to your satisfaction you should complete a Holiday Report Form which is available from the driver/representative. You will be given a copy of this report which you should keep. If, on your return from holiday, you remain dissatisfied you should write within 28 days to the Tours Manager of Paul James Coaches, Unit 5, Grange Farm Business Park, Grange Rd, Hugglescote, Leics. LE67 2BT. In your letter you will need to quote your booking reference number, holiday number, departure date and the number of the Holiday Report Form which you completed at the time. If you do not tell us at the earliest opportunity about a problem giving rise to your complaint we cannot take steps to investigate and rectify it. In deciding how to respond to your complaint we will take into account the date you first drew the problem to the attention of our driver/representative or supplier.

**16. If I do not agree with your decision can I request arbitration?** Yes you can. If we cannot resolve your complaint amicably you may request that the dispute is referred to an independent arbitration scheme established by the Confederation of Passenger Transport UK (CPT). Full details of this scheme will be provided on request or you can obtain a copy from CPT. This arbitration scheme provides a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. This scheme does not apply to claims for an amount greater than £1500 per person. There is also a limit of £7500 per booking. Normally there is a time limit of 9 months from the date of return from your holiday within which to request arbitration but in exceptional circumstances the scheme can be used beyond this date. This scheme does not apply to claims that arise mainly in respect of physical injury or illness or the consequences of any illness or injury.

**17. Child reduction** There may be a reduction for children if sharing with two adults depending on hotel charges.

**18. Coach seating** There is a seating plan of the coach for each holiday, but it is possible that on occasion operational reasons will require a coach with a different configuration to be used. We therefore reserve the right to alter a coach-seating plan and allocate seats other than those you have booked. Requests for particular seats can be made on most holidays when booking but because allocations are made on a first come, first served basis you are recommended to book early. When your booking is confirmed you will be offered the best seats that are available at that time. If you know someone who may want to book later but sit near you please discuss this with the booking clerk at the time you make your booking. Specific seats will not be allocated on coaches which operate on feeder services between joining points and main holiday departure points, on coaches which carry out transfers to and from seaports or on local coach travel such as Jersey excursions.

**19. Health & Safety on holiday** In some foreign countries, standards of infrastructure, safety and hygiene may be lower than those to which we are accustomed in the UK. You should therefore exercise greater care for your own protection. Further information can be obtained from your GP or from your booking agent who can provide you with the leaflet 'Health Advice for Travellers' published by the Department of Health. Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey for a long period of time. If you are planning to undertake a bus or coach journey of more than 3 hours you should consult your doctor if you have ever had DVT or pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, a stroke, heart or lung disease or if you have had major surgery in the past 3 months. We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. During the journey we will provide comfort stops as frequently as possible. During these stops you are encouraged to get off the coach and walk around. Exercise reduces any discomfort which may be caused by periods of immobility. During any journey you should drink alcohol only in moderation as it leads to dehydration.

**20. Customer behaviour** We want all our customers to have a happy and carefree holiday but you must remember that you are responsible for your behaviour 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 if 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 in Condition 11. 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.

**21. No smoking policy** We operate a strict no smoking policy on all our coaches. We make frequent comfort stops. The no smoking policy of other carriers and suppliers may vary and will be supplied on request if you contact our booking office at Hugglescote.

**22. Pets** We do not allow pets to be taken on our holidays. Registered Assistance Dogs will normally be accommodated on UK holidays but not on overseas holidays.

**23. Pick up point, itineraries, travel documents and passport** You are responsible for ensuring that you are at the correct departure point, at the correct time, with the correct documents and we cannot be held liable for any loss or expense suffered by you or your party because of an incorrect passport or late arrival at the departure point. If you are a British citizen travelling outside the United Kingdom you must have a full UK passport valid for a minimum of three months after your scheduled date of return. Non-UK citizens must seek passport and visa advice from the consulates of the countries you plan to visit prior to making a booking for one of our holidays. The name on the passport must match the name on the ticket. If someone in your party changes name after the booking is made you must tell us immediately so that we can issue the ticket in the new name. When you have paid any balance due to us we will send you or your booking agent all the necessary luggage labels so that you receive them in good time for your holiday. Certain travel documents may have to be retained by us and your driver/courier will

then issue them to you at the relevant time. If you lose a travel document after it has been issued to you we will require you to meet the direct cost charged by the carrier/supplier for the issue of a duplicate or replacement. We reserve the right to modify itineraries to conform with requests from the competent authorities in the United Kingdom and any other sovereign state through which the tour will operate. Included excursions are detailed on the relevant brochure page and refunds will not be made for any excursion not taken. Optional excursions may be booked and paid for in resort but these will not form part of the package booked with us. Admission fees to buildings, grounds etc. are not included in the price of the holiday unless otherwise stated on the relevant brochure page.

**24. What happens if I am delayed?** Your travel insurance may cover you for some delays. In addition where you are delayed for more than six hours in any one day we will seek to minimise any discomfort and where possible, arrange for refreshments and meals.

**25. Do I need to take out travel insurance?** We offer our customers travel insurance to cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. Travel insurance is compulsory for our tours operating outside the United Kingdom. If you do not have adequate insurance and require our assistance whilst on holiday, we reserve the right to reclaim from you any medical repatriation or other expenses which we may incur on your behalf which would otherwise have been met by insurers.

**26. What assistance will you give me if things go wrong when it is not your fault?**

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements or an excursion arranged through us in the UK, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs and benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you and any member of your party to £5000 per party.

**27. Special needs** Unfortunately, many hotels overseas do not provide adequate facilities for guests with mobility problems or who suffer from other disabilities. So whether you are planning a holiday overseas or in the United Kingdom, please notify us before you book if you or any member of your party has special needs or suffers from any disability. We are keen to plan arrangements for your holiday so that special needs and requests can be accommodated as far as possible. If you will need assistance or special facilities in the hotel, or may have difficulties in taking part in excursions or boarding and travelling on the coach or other means of transport you must let us know in advance. Not all the holidays in this brochure may be suitable for you. We want you to enjoy your holiday and will try to help you select an appropriate trip. If you need advice or further information either you or your booking agent should contact our booking office at Hugglescote.

**28. Special requests** If you have a special request, we will do our best to help but, except as set out below, we cannot guarantee that it will be fulfilled. Please inform your booking agent or us (if you are booking direct) of your request before you make your booking and ensure that you provide as much detail as possible. If fulfilment of your special request is vital to your holiday, it must be specifically agreed with us before or at the time when you make your booking. We will comply with any special request which has been specifically agreed. General confirmation that a special request has been noted or passed on to our supplier is not confirmation that your request will be met. All special requests are subject to availability unless and until they are specifically confirmed by us. If fulfilment of your special request incurs any additional costs, we will either invoice this prior to your departure or inform you that it will have to be paid locally. If your special request relates to a special diet, please tell us before booking or as soon as you are medically advised and send us a copy of the diet. We will contact the hotel or hotels on your holiday but please note that some hotels may not have facilities to cope with special diets and we cannot be held liable for their failure to do so unless we have specifically confirmed to you that a special diet will be catered for. Where we think that a hotel is unlikely to be able to cope with a special diet we will tell you prior to issuing a booking confirmation so that you can exercise your right to cancel without charge.

**29. Single Occupancy** Single occupancy of rooms when available may be subject to a supplementary charge and this will be shown on the brochure page or notified at the time of booking.

**30. Entertainment** Some of our hotels arrange additional entertainment. Where this is part of the holiday details are given on the relevant brochure page. Where it is not specified it may still be available but is at the discretion of the hotel and is not guaranteed. It may be withdrawn if there is a lack of demand or for operational reasons.

**31. Data Protection Act** In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we, and your booking agent, need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as hotels, transport companies etc. The information may also be supplied to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in the UK. However, if we cannot pass your information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. We will not pass information to any person not responsible for part of your travel arrangements. This also applies to any sensitive information that you give to us such as details of any disabilities or dietary/religious requirements. In making this booking, you consent to your information being passed on to the relevant persons. Please note that where information is held by your booking agent, this is subject to your agent's own data protection policy. Your data controller is Paul James Coaches. You are entitled to a copy of your information held by us. If you would like to see this, please contact us. We retain your full contact details and other information in secure files and electronic storage facilities. We may use this information to contact you by mail, telephone or electronic means to provide you with details of other goods and services. If you do not wish to receive further information about products and services from ourselves, please write to the data controller.

**32. Publication Date and Details** This brochure was printed in the United Kingdom by Paul James Coaches on 6th October 2010.

