

DAY EXCURSIONS

INFORMATION AND ADVICE

If you need any further information about anything contained in this brochure, please contact our office in Aldwick, by telephone or in person. Further information can also be found on our website: www.woodstravel.co.uk

MAKING A BOOKING

Bookings can be made by telephone or by visiting our office in Aldwick, or by any of our appointed agents. On most excursions we can hold places on your behalf for 3 days without obligation. After this time, each excursion should be paid in full to complete the booking. If we do not hear from you before this deadline, we will assume that the booking is to be cancelled.

CONFIRMATION OF BOOKING

Once you have paid, a confirmation ticket will be issued which acts as a boarding pass on the day of the excursion. It will contain information such as your seat number(s) and pick up time. Return times are also given, but only provide an approximate guideline. We can email these tickets to you, or you can pay a £1 fee per transaction and have the tickets posted to you.

METHOD OF PAYMENT

All normal methods of payment including cash are possible at our offices and appointed agents, or by post with a cheque and a self-addressed stamped envelope, or by credit/debit card by telephone. Cheques should be made payable to Woods Travel Ltd.

BOARDING THE COACH

Your travel ticket clearly shows the departure point and time. Please check this carefully. You are responsible for ensuring you are at the correct departure 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 point. The coach will wait 5 minutes only before departing.

NON-ARRIVAL OF COACH

If the vehicle has not arrived 10 minutes after the due time of departure you must immediately telephone our office where we will advise you of any problem.

To view our current privacy policy and terms of business please visit our website: www.woodstravel.co.uk

CANCELLATIONS

(A) BY THE COMPANY

Should circumstances arise, for whatever reason, and we are forced to cancel an excursion, all monies paid will be refunded. We accept no liability for any subsequent consequential loss.

(B) BY THE PASSENGER

The tickets issued are non-refundable and the money is not transferable to another booking. However, should you wish to sell on or give away your excursion tickets, Woods office must be advised and a new ticket will be issued to the new traveller to ensure that all information is correct. If Woods are able to resell your tickets on your behalf there will be a £10 per person charge for this service. It is not always possible to sell on tickets which require photo ID for entry to a venue, such as Highgrove Gardens. If you are unable to travel due to Government guidelines regarding Covid-19, you will be offered a transfer to another trip, or a refund credit note valid for a year from the date of issue.

DELAYS

We arrange departure times to give reasonable allowance for delays which may be incurred en route to venues. In the event of delays beyond our reasonable control (roadworks, accidents, major incidents etc.), liability is restricted to returning you to your point of departure.

SHOW CASTINGS

We are unable to guarantee that advertised or particular performers will appear in any show or concert, and no refunds will be made unless offered by the supplier/promoter.

PASSENGERS WITH DISABILITIES

Should you or a member of your party have any medical condition or disability that may affect the excursion or theatre booking, please advise us prior to confirming the booking so that we can advise as to the suitability of the trip and/or venue. If a passenger requires assistance then they must travel with an able bodied carer or friend. Please advise us if you intend to bring any walking aids, particularly scooters as only certain models can be accommodated in the hold of the coach. Every effort will be made to accommodate each passenger who wishes to travel.

ALTERATIONS

We reserve the right to change the coach size for any excursion, which may result in your seat number changing, and although we will always endeavour to keep you in your original booked seat, this may not be possible. Whilst every effort will be made not to alter any part of the excursion, if circumstances are such that alterations are required, we reserve the right to do so. The company gives advice on journey times in good faith, but does not guarantee the completion of any journey at a specific time and will not be liable for loss or inconvenience caused by delay due to traffic conditions, weather etc.

CONDUCT OF PASSENGERS

The company reserves the right to refuse to carry any passenger in the event of unreasonable conduct which in our opinion is likely to cause damage, distress, danger or annoyance to other clients, employees, property or to any third party. If you are prevented from travelling or continuing your excursion by such a termination our responsibility for your excursion thereupon ceases. Full cancellation charges will apply and we will be under no obligation for any refund, compensation or loss which may occur.



COACH SEATING PLAN



DAY TRIP INSURANCE

Day Excursion insurance is available for those requiring it.

1 Day UK £4.00 **1 Day Europe £8.00***

** Excess applies. Terms and conditions on application.*

Woods Travel Limited is an appointed representative of Wrightsure Services (Hampshire) Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 311394) and which is permitted to advise on and arrange general insurance contracts.



St Wilfrid's Hospice
Making a difference to local lives