

Your contract with F Hunt Coach Hire Ltd

Please read the following information as it forms your contract with us.

Paying for your holiday

A non refundable deposit of £40 per person is required at the time of booking except for sea and air holidays. The balance of your holiday must be paid at least eight weeks prior to departure; this date is shown on your booking confirmation. Please note that no reminders are given. If a balance is not paid in time we reserve the right to cancel the booking and retain the deposit to cover our losses.

Cancelling your holiday

Should you find it necessary to cancel your holiday you must send us written notification to the travel office. You will have to pay cancellation charges set out below to cover our estimated loss resulting from your cancellation. If the reason for your cancellation is covered under the terms of your holiday insurance policy you may be able to reclaim these charges.

Cancellation occurring	Cancellation Charge (as a % of the total holiday cost)
42 days or more before departure	Deposit only
41 to 28 days before departure	30%
27 to 14 days before departure	45%
13 to 7 days before departure	60%
6 to 1 days before departure	100%

Changes to your holiday

The arrangements for your holiday have usually been made months in advance and sometimes changes to your holiday are unavoidable and we reserve the right to make them. Any alterations are likely to be minor but may include alterations to the departure date or advertised hotel. In such an instance we would inform you as soon as possible and use our discretion with regards to 'significant' changes.

We also reserve the right to cancel your holiday, if for example there is insufficient demand. All money paid to us will be refunded to you and you will be offered a suitable alternative holiday. Compensation will be paid as detailed below.

Period before departure within which cancellation is notified to you.

More than	28 days	Nil
Between	28 – 15 days	£5.00 per person
Between	14 – 8 days	£10.00 per person
Between	7 – 0 days	£15.00 per person

Making a complaint

If you have a complaint whilst on tour, please inform in the first instance the driver / courier immediately who will do their best to solve the problem, If you are still unhappy then call the travel office and we will do our utmost to put things right. If you are still not satisfied on return you must notify us in writing within 14 days of the completion of the tour. Failure to establish a complaint in accordance with the above procedure may affect the outcome of it.

Passenger Behaviour

We want all of our passengers to have a happy and carefree holiday. We reserve the right to terminate a clients booking or in the event of unreasonable conduct which in our opinion is likely to cause damage, distress, danger or annoyance to other clients, employees or third party. If you are prevented from travelling or continuing your tour by such termination our responsibility to you ceases and we will be under no obligation for any refund, compensation, or loss you may incur.

No Smoking Policy

We operate a strict no smoking policy at all times on our coaches. Please be aware that some hotels are non smoking and you must adhere to their policy.

Pick up points, itineraries and passports

You are responsible for ensuring that you are at the correct departure point, at the correct time, with the correct documents and we can not be held responsible for any loss or expense suffered by passengers because of their late arrival.

On occasions it may be necessary to alter the order of excursions due to unforeseen circumstances. We reserve the right to do so and your understanding is appreciated. Included excursions and entry fees are detailed on the relevant page and refunds will not be given for any excursion not taken. Admission fees to buildings, grounds etc are not included in the holiday price unless otherwise stated.

For all British Citizens travelling outside of the UK you must have a valid full UK passport. The name on the passport must match the name on the travel documents.

Special Requests

When making your booking please inform us of any requests you may have and we will do our best to ensure they are met, however we must emphasise that we can not make any guarantees. Please also note that some requests, for example sea views may incur an extra charge. Please enquire at time of booking.

Lost Property

Any items of lost property which are found on our coaches will be handed into our forecourt as soon as possible, where it will be available for collection.