Day Trips & Holidays Terms & Conditions

Elite Services Limited. Last updated 16 October 2026. The same wording as the Terms and conditions page on www.eliteservicesltd.com.

£50	8 weeks	£100	90 days
holiday deposit per person	balance due before departure	cruise deposit per person	cruise balance due before departure

Day trips and holidays: booking terms

Please make sure you are familiar with our booking terms and conditions. By purchasing a ticket, or booking online, you are agreeing to the terms and conditions below.

1. The Company (Elite Services Limited) reserves the right to cancel any day trip or holiday should bookings be insufficient. A full refund will be given in this event.
2. Should you wish to cancel your booking with the Company, the following cancellation charges will apply.

Holidays, short breaks and weekend breaks (excluding cruises)

When you cancel	What you pay or lose
8 weeks and 1 day or more before departure	Loss of the deposit paid on the holiday
8 weeks or less before departure	100% of the total value of the trip

For holidays booked “last minute” (8 weeks or less before your departure date), the full amount of the holiday is due when you book. Cancellations will not be refundable.

Day trips

When you cancel	What you pay or lose
22 days or more before departure	Loss of 20% of the total value of the trip, unless you keep the money on a credit note, in which case the full 100% of the trip value is held for future use
21 to 14 full days before departure	Loss of 20% of the total value of the trip, providing no tickets have been purchased by the Company. If tickets have been bought, you are entitled to 80% of the value of the coach travel only
13 to 8 full days before departure	Loss of 50% of the total value of the trip, providing no tickets have been purchased by the Company. If tickets have been bought, you are entitled to 50% of the value of the coach travel only
7 full days or fewer before departure	Loss of 100% of the total value of the trip

3. Tickets may be transferred to an alternative departure date, subject to the Company’s approval and date availability. This transfer must be undertaken within one month of the original booking date. A transfer charge of £5.00 per passenger will apply to cover administration.
4. The Company cannot guarantee the same numbered seats as on the ticket issued, as operational circumstances may necessitate alterations such as vehicle size.
5. The prices shown are per passenger, per seat.

6. Irrespective of age, seat belts are fitted to all vehicles to DVSA standards. Where children are concerned, a seat belt must be worn for the duration of the journey.
7. The consumption of alcohol and smoking or vaping are prohibited on board our coaches.
8. The Company shall not be liable for loss to the passenger from stoppages of work, howsoever caused, preventing performance of the trip; for loss of luggage or any personal belongings; or for breakdowns of the Company's vehicles. The Company limits its liability resulting from the trip to the value of the ticket purchased.
9. All information published is checked to ensure accuracy at the time of publication, and the Company cannot accept responsibility for any unforeseen circumstances.
10. Any passenger who misses their departure and requires a transfer to the coach will be charged a flat fare of £20.00, if a vehicle is available to complete the transfer.
11. In the unlikely event that you are unhappy with your experience, please telephone us immediately to register your complaint. You must then send a written complaint or email us within 14 days of the date of the day trip or holiday.
12. We reserve the right to curtail or amend any of our day trips, including those included as part of a holiday, due to inclement weather. In this eventuality we will offer a substitute as close to the advertised itinerary as possible.
13. We reserve the right to cancel, curtail or postpone the departure of any day trip or holiday due to severe inclement weather or any other reason that will affect the performance of the trip and put the safety of our passengers in jeopardy.
14. Our number one priority is the safety of our passengers, staff and vehicles. We reserve the right to re-route our vehicles to ensure we are using the safest routes available to us.
15. Return journeys from your day trip or holiday may not be in the same order as the outbound journey, due to route planning.
16. The Home Pickup Service is available on selected holidays and day trips only. The vehicle may be shared with other passengers.
17. All holidays, short breaks and weekend breaks (excluding cruises) require a non-refundable deposit of £50.00 per person at the time of booking to secure your place. The balance must be paid at least 8 weeks before your departure date.

Elite Ramblers

- Passengers undertaking a trail are responsible for bringing their own equipment (if required) and being dressed appropriately for the conditions and terrain. Walking poles and rucksacks can be carried in the coach hold. If you wish to bring further equipment, please check with the Booking Office first for available space. Charges may apply for larger items if space is available.
- All passengers undertaking a trail should carry a mobile phone, should they need assistance or in an emergency.
- Maps provided are a guide, and prior research must be done before the trip.
- The coach will not wait should you become lost or delayed. Please give yourself plenty of time to return to the coach before your designated departure time.
- Elite Services Limited is not liable for any injuries incurred or if you lose your way. Please contact the office if you require assistance.
- Dogs should be kept on leads at all times during the trail, and any mess cleaned up and disposed of responsibly to keep the local natural area clear.

Additional information

- Extra charges may apply for groups of 8 or fewer requiring the home pick-up or drop-off service.
- All prices quoted are per seat, per passenger.
- Single supplements apply on most holidays and short breaks unless otherwise stated. This is the policy of our hotel suppliers, not of Elite Services Limited.

- Please check our website www.eliteservicesltd.com regularly for any updates. Any updates to the terms and conditions supersede previous terms and conditions.
- Seats cannot be reserved without a deposit or payment in full being received. To book a place on any of our holidays (excluding cruises), we require a non-refundable deposit of £50.00 per person, paid at the time of booking. The balance must be received at least 8 weeks before your departure date. Bookings made 8 weeks or less before departure must be paid for in full when booking.
- We recommend travel insurance for your own peace of mind. Our preferred supplier is PJ Hayman & Sons Limited, who are authorised and regulated by the Financial Conduct Authority. You can get a free, no-obligation quote at quote.coachpluscover.co.uk. Cover is also available from Holiday Extras at holidayextras.com, or by ringing 0333 188 0667 and quoting BH840.
- Elite Services Limited is fully insured for your financial protection in the event we are forced to cancel due to non-completion. Claims can be made in writing to the Company at Unit 3/6 Adswood Industrial Estate, Adswood Road, Stockport, SK3 8LF. Claims cannot be made for delays caused by unforeseeable circumstances.

Loyalty scheme

Since the launch of the Winter 2022/2023 brochure, Elite Services Limited Day Trips & Holidays has run a loyalty card scheme: customers collect a stamp for every passenger on every trip they book. Every 10 stamps give the customer £10.00 off a future booking. The terms of the scheme are:

- A loyalty stamp is given for each passenger on a day trip or holiday when the booking is confirmed. If two seats are booked, two stamps are given, and so on. If the trip is cancelled, by us or by the customer, the stamps from that booking are taken off. If they had already made up a £10.00 credit that has not been used, the credit is taken back first.
- Stamps go to the person who made the booking. A passenger who has their own account with us, and is named on the booking, collects their own stamp instead.
- Bookings made online as a guest collect stamps only if an account is opened from the booking confirmation page. Bookings made through a third-party agent do not collect stamps.
- Each stamp expires 2 years after the date of the trip it was given for. We will email you 30 days before any of your stamps expire, if we have your email address.
- When you have 10 stamps, they become a £10.00 credit, using your oldest stamps first. The credit comes off the value of a future booking. A booking that uses the credit does not earn stamps.
- To qualify for a stamp, the customer must purchase from the day trip and holiday collection only. No stamps are given for cruises, travel insurance, the Home Pickup Service or gift vouchers (buying or redeeming).
- The £10.00 credit must be used within 2 years of the date it was given. No extension will be offered.
- No cash alternative will be given.
- The £10.00 credit can only be redeemed by booking with Elite Services Limited directly; customers cannot redeem it through third-party agents.
- The £10.00 credit is non-transferable to other customers.
- Elite Services Limited reserves the right to withdraw the loyalty scheme at any time.

Elite Services Cruises

From March 2025, Elite Services Limited offers cruises from sailing ports across the UK. Elite Services is not responsible for choosing the ports; this is determined by the operator running the cruise.

Elite Services provides transport from the customer’s chosen pick-up point to the designated port as part of the advertised price, unless stated otherwise. The mode of transport to the port is determined by the number of passengers travelling on the cruise, and may be a passenger car, minibus or coach.

Unless expressly stated, cruise gratuities, Wi-Fi and drinks are not included in the cost of the cruise. Most cruise operators charge a daily gratuity to each passenger’s individual account, which should be settled before the passenger disembarks.

Dress codes for evening meals apply on most cruises. Although dress codes are not compulsory with some operators, any alternative dress must be suitable and appropriate. The customer is responsible for checking in advance of departure.

On-board entertainment is subject to availability, and any changes made by the operator are beyond the control of Elite Services Cruises.

Passengers on cruises **must** have full, comprehensive travel insurance that specifically covers cruise holidays. Passengers who try to embark without adequate insurance will not be given a full refund.

It is the passenger's responsibility to hold the correct documentation to visit the countries on their itinerary. The Foreign, Commonwealth and Development Office provides up-to-date information for British travellers. Failure to have the correct documentation, such as a passport or visas, before sailing will result in boarding being denied. Refunds will not be provided.

All passengers are required to submit Advance Passenger Information (API) before travel. Passengers who fail to submit their paperwork in advance may be charged on board; rates vary between cruise operators. Elite Services Cruises accepts no responsibility if the customer fails to submit their API before the deadline.

To book a cruise, a non-refundable £100 deposit is required per person, and the balance is due 90 days before departure.

Should you wish to cancel your cruise booking with the Company, the following cancellation charges apply:

When you cancel	What you pay or lose
12 weeks and 1 day or more before departure	Loss of the deposit paid
12 weeks or less before departure	100% of the total value of the trip

For cruises booked "last minute" (12 weeks or less before your departure date), the full amount is due when you book. Cancellations will not be refundable.

Gift cards

- Gift cards can be bought at the Booking Office or online, for any value, and never expire.
- They are non-refundable and cannot be exchanged for cash.
- A gift card is redeemed in full onto the holder's account credit, which can then be used towards any day trip, holiday, short break or cruise booked with Elite Services Limited directly.
- No loyalty stamps are given for buying or redeeming a gift card.

Booking online

- Booking online is open until 4pm on the day before a trip departs. After that, please ring the Booking Office on 0161 969 5117; we may still have seats.
- From 3 days before a trip, only pick-up points that already have a booking on that trip can be chosen online. If you need another pick-up point, ring the Booking Office and we will see if we can make an exception.
- Seats you choose online are held for 20 minutes while you complete your booking. A booking made online is confirmed when you check out; if the card payment is not completed within one hour, the seats go back on sale.
- The same deposit, balance and cancellation terms apply to bookings made online as to bookings made with the office.
- Card payments are taken by Gala Technology. We never see or store your card number.

Questions? Ring the Booking Office on 0161 969 5117 or email sales@eliteservicesltd.com. Our privacy and cookie policies are at www.eliteservicesltd.com/terms#privacy.