

# ELITE Day Trips & Holidays Terms & Conditions



***Our Terms & Conditions have had an update. Please do re-familiarise yourself with the Terms & Conditions below:***

Please ensure that you are familiar with our booking Terms & Conditions. By purchasing a ticket, you are agreeing to the Terms & Conditions cited 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/Weekend Breaks:**

- \* 8 weeks and 1 day or more prior to departure: Deposit paid on the holiday
- \* 8 weeks prior to 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 will be due upon booking. **Cancellations will not be refundable**

## **Day Trips:**

21 - 14 full days prior to departure:	Loss of 20% of the total value of the trip providing no tickets have been purchased by the company. If tickets are bought, customer entitled to 80% of the value of coach travel only
13 - 8 full days prior to departure:	Loss of 50% of the total value of the trip providing no tickets have been purchased by the company. If tickets are bought, customer entitled to 80% of the value of coach travel only
7 full days prior to 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 charges.
4. The Company cannot guarantee the same numbered seats given 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/vaping is prohibited onboard 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:
  - \* Loss of luggage or any personal belongings
  - \* Breakdowns of the Company's vehicles

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\* The Company hereby 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 passengers that miss their departure and require a transfer to the coach will be charged a flat fare of £20.00 if a vehicle is available to complete this transfer.
11. In the unlikely event that you are unhappy with your experience, then please telephone us immediately to register your complaint. You must then send a written complaint or email us within 14 days from 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 other reason that will affect the performance of the trip and put the safety of our passengers into jeopardy.
14. Please note, our number one priority is the safety of our passengers, staff and vehicles. We reserve the right to re-route our vehicles to ensure that we are using the safest routes available to us.
15. Return journeys from your day trip/holiday may not be in the same order as your outbound driver 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/weekend breaks require a deposit of £50.00 per person at the time of booking to secure your place. The balance outstanding must be paid at least 8 weeks prior to your departure date.**

## **Additional Information:**

- Extra charges may be applicable for groups of 8 or less requiring the home pickup/drop off service
- All prices quoted are per seat per passenger
- Single supplements are applicable on most holidays or short breaks unless otherwise stated. This is the policy of our hotel suppliers and not Elite Services Limited
- Please check our website [www.eliteservicesltd.com](http://www.eliteservicesltd.com) on a regular basis for any updates. Any updates to the Terms & Conditions will supersede previous T&C's.
- Seats cannot be reserved without a deposit or payment in full being received. To book a place on any of our holidays, we require a deposit of £50.00 per person which must be paid at the time of booking. The balance outstanding must be received at least 8 weeks before your designated departure date. Bookings made 8 weeks or less before your departure date must be paid for in full upon booking
- **We recommend travel insurance is purchased 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 receive a free non-obligation quote by going to: <https://quote.coachpluscover.co.uk/?tracking=fb76bb1d-feaf-4b1b-a53f-d77be9f28e72>
- 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. Please note, claims cannot be made on delays caused by unforeseeable circumstances.

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## Loyalty Scheme

From the launch of the Winter 2022/2023 brochure, Elite Services Limited Day Trips & Holidays have introduced a Loyalty Card Scheme where customers are able to collect a stamp for every trip they book on to, per passenger. On the collection of the 10<sup>th</sup> stamp, the customer will be given £10.00 off the total value of their next order. The Terms and Conditions of the scheme are below:

- Customers will receive a loyalty stamp per day trip or holiday booked. If two seats are booked, two stamps will be given and so on
- On completion of the 10<sup>th</sup> stamp, the customer will receive £10.00 off the value of the 11<sup>th</sup> booking. **No stamp will be given on the 11<sup>th</sup> booking.**
- To qualify for a stamp, the customer must purchase from the day trip and holiday collection only. No stamps will be given from the purchase of Travel Insurance, Home Pickup Service or Gift Vouchers (purchasing or redeeming).
- The £10.00 off must be redeemed within 2 years of the 10<sup>th</sup> stamp date. No extension to this will be offered.
- No cash alternative will be given.
- £10.00 credit can only be redeemed through booking with Elite Service Limited directly – customers cannot redeem their £10.00 through third party agents.
- The £10.00 credit is non-transferrable to other customers.
  - Elite Services Limited reserves the right to withdraw the Loyalty Scheme at any time.