

BOOKING INFORMATION & CONDITIONS FOR DAY EXCURSIONS (2019)

PAYMENT

Please note that all reservations must be paid in full no less than 28 days prior to departure, unless stated otherwise. We do **NOT** send out reminders. Seats not paid for by 28 days prior to departure will automatically be cancelled and are liable to be resold.

Payment is by cash or cheque – cheques should be made payable to **C & J Tours Ltd** and sent to **C & J Tours Ltd, 8 Belvedere Close, Danbury, CM3 4RG**.

We **do not** accept post dated cheques. Once payment has been made you will be issued with the appropriate excursion confirmation.

Fares shown are for seniors, unless otherwise stated and do not include meals, entrance fees etc, unless otherwise stated.

Our office hours are: Monday – Friday 09.00-17.00

FOR YOUR COMFORT, SAFETY & SECURITY

Our coach is fitted with CCTV and images may be recorded for accident & security purposes.

All the seats on the coach are fitted with seatbelts, which by law now must be worn.

It is illegal to smoke on the coach and the use of e-cigarettes (or similar) is not permitted. Smokers are reminded that bookings are taken on this understanding.

The consumption of alcohol is NOT permitted.

The use of mobile phones during coach journeys often causes annoyance to fellow passengers, can distract the driver and possibly interfere with the onboard electronics.

Therefore, we respectfully request that the **use of mobile should be kept to an absolute minimum**.

UNREASONABLE CONDUCT

C & J Tours will refuse a booking or terminate a passenger’s travel in the event of unreasonable conduct.

COMPLAINTS

Complaints should be made in writing within 7 days of the excursion and sent to C & J Tours Ltd, 8 Belvedere Close, Danbury, Essex. CM3 4RG.

CANCELLATION, REFUNDS & AMENDMENTS

A BY THE COMPANY. Each excursion requires a minimum number of passengers in order to operate. We will make every effort to carry out the programme and itineraries as advertised, but do reserve the right to cancel any excursion or alter routes, timings or stopping places without prior notice. Should we be forced to cancel any excursion, all monies paid by passengers for that particular excursion will be refunded in full and following that C & J Tours shall be exempt from any further liability.

B BY THE PASSENGER. You may amend your booking at any time, though this will incur a £5.00 per person charge.

You may cancel your booking at any time and receive a refund less the cost of any tickets/entrance fees/meals already paid by C & J Tours and an administrative charge will be made in accordance with the following scale:

Cancellation made with more than 28 days notice	less 10%	Cancellation made with 14 to 28 days notice	less 25%
Cancellation made with 7 to 13 days notice	less 50%	Cancellation made with less than 7 days notice	no refund unless we can re-sell the seat(s), in which case a 50% refund will be made.

Cancellation, refund and amendment requests **MUST** be made firstly by telephone then in writing to C & J Tours Ltd, 8 Belvedere Close, Danbury, Essex. CM3 4RG

NOROVIRUS

If you are infected or think that you might be, we politely ask you **NOT** to travel.

DELAYS/MISSED SHOW/EVENT etc & COACH BREAKDOWNS

C & J Tours arrange departure times to give reasonable allowance for delays which may be incurred en-route to venues. C & J Tours will not be held responsible for the late arrival of the coach, nor will it be liable for the excursion being delayed or not being completed due to circumstances beyond our control (*i.e.* road works, traffic accidents or other traffic incidents, weather conditions, breakdowns, acts of terrorism, fires, and medical incidents concerning passengers or industrial disputes). In the event of delays beyond the reasonable control of C & J Tours liability is restricted to returning you to your point of departure.

If the delay/missed show/event is caused by a coach breakdown, limit of liability is restricted to refund of coach fare and return to point of departure.

WHEELCHAIRS

We will gladly accept folding wheelchairs/walking frames, subject to them being able to be stowed away in the luggage hold of the coach. We will consider accepting larger battery powered wheelchairs or scooters providing that they can be dismantled and assistance can be given in loading/unloading them into the luggage hold of the coach. We **MUST** be advised at the time of booking if a wheelchair/scooter is being taken on an excursion – a maximum of 2 scooters & 6 wheelchairs/walkers per excursion will be allowed on a ‘first come, first serve basis’.

We will be happy to provide general assistance to passengers but will not be expected to: 1) Provide assistance that extends to the bodily lifting and carrying of any customers on and off the coach. 2) Undertake any action that may put our health, safety, welfare or the legal requirements for a break in duty at risk. 3) Act as carers for customers at departure, during the journey or on arrival at destination.

LOST PROPERTY

Luggage is carried at the owner’s risk and C & J Tours will not accept liability for any damage to or loss of property or equipment left on the coach.

Any item of lost property will be held for a period of 1 month following the date of the excursion in accordance with the minimum regulation laid down by the Road Traffic Act 1960 & the Public Service Vehicles (*Lost Property*) Regulation 1995

PICK-UP POINTS & TIMES

We aim to keep the pickup points to a minimum, thus spending less time in our local area and having more time to enjoy your chosen destination, but at the same time offering sufficient and convenient pick up points. **Please note - we only pick up/drop off at the designated points**, unless arrangements have been made with C & J Tours Ltd in advance, and then only in exceptional circumstances. At the end of the excursion, the order of the drop offs is at the discretion of the driver. With regard to drop off points at the end of the day, **we politely ask passengers not to request an ‘extra’ drop off point**. Please keep in mind that we have very strict driving rules and regulations to adhere to and your fellow passengers want to get home at the end of the day as well – extra drop off points mean a longer drop off route and more working time for the driver!

All of the pick-up points listed below are available at the time of booking should they be required. Due to the natural demand **only a selection** will be utilised for any one particular excursion, therefore if you book within 7 days of departure only those pick-up points already selected will be available. We reserve the right to use a car/taxi for some of the pickups and drop off, in order for us to keep to the driving rules and regulations.

Halstead Butler Road; **Gosfield** Green Man; **High Garrett** Four Releet bus stop; **Bocking** Broad Road/6 Bells OR Church Lane-College (we may ask that you use one or the other depending on the route being used)/St Mary’s Church/Deanery Hill; **Braintree** Panfield Lane - Kings Road junction – McColls/Bus Park/St Michaels Hosp; **Rayne** Welsh Princess; **Saling Oak** Palm Trees; **Dunmow** Croft Court/Conservative Club/Queen Vic/Tesco’s; **Little Canfield** Treetops/The Bungalow; **Takeley** Four Ashes; **Start Hill** Bus stop.

Your confirmation, which will act as your travel ticket and will have emergency contact numbers, so please bring this with you on the day. Your departure time from your requested pick-up point will be shown on the Confirmation. If this time is changed, due to the pickup points being used, we will notify you prior to the date of travel. **We always try to keep to time, so please ensure that you get to your pickup point in plenty of time**, we would hate to leave you behind! The company will not be held responsible for the late arrival of passengers or passengers not being at the correct pick-up point. No refund will be made for passengers arriving after the scheduled departure time. Departure and refreshment stop times will be given by the driver and passengers are requested to adhere to these times in order for us to comply with regulations governing driver’s hours. Where possible and depending on driver’s hours’ regulations, excursions will have a comfort stop on the outward journey, with the return journey being non-stop.

SEATS

A seating plan for the coach is shown below. When making a booking you will be offered the best seats available. Requests for particular seats can be made, but as bookings are made on a first come, first served basis, we recommend you book early to avoid disappointment. Your allocated seat will be clearly stated on your confirmation. Occasionally, it may be necessary to reallocate single seats. C & J Tours reserves the right to change seat allocation or vehicle without notice, should circumstances deem necessary.

F	4	8	12	16	20	W		28	32	36	40	44	48	52
R	3	7	11	15	19	C		27	31	35	39	43	47	51
O	COACH SEATING PLAN													
N	2	6	10	14	18	22	24	26	30	34	38	42	46	50
T	1	5	9	13	17	21	23	25	29	33	37	41	45	49

Sit back, relax and enjoy your excursion with C & J Tours.