

TERMS OF BUSINESS (2020)

We believe that our Terms of Business are fair and clear and will apply to your booking. Please read them carefully.

Why should I read this small print? BECAUSE IT IS VERY IMPORTANT. Our Terms of Business forms a key part of our agreement with you and forms the basis of a legally binding contract between you as the lead name making the booking, anyone else in your party and us. When you make this booking as the lead name you undertake that you have the authority to accept, and do accept, on behalf of your party the terms of these booking conditions. The booking is made subject to the terms of these booking conditions, which are governed by English Law, and the non-exclusive jurisdiction of the English Courts. Your obligation is to pay the price of the holiday and recognise your liabilities if you wish to alter the holiday or have to make a cancellation. On our part we have obligations to provide you with the holiday you have booked. Our specification of that holiday, and our terms are clearly stated in this brochure. Our Terms of Business ensure you get the best from your holiday and we hope that you and your family and friends will continue to book with C & J Tours in the future.

Your contract is entered into with **C & J Tours Ltd.**

How and when do I make this contract with C & J Tours Ltd? The contract is made when your booking is entered on to our reservation system and we issue a Confirmation of Booking. See section on How to Book in this brochure. Upon receipt of a fully completed and signed Booking Form, we will send you the Confirmation of your booking within 7 working days. All correspondence between ourselves, and you the customer, will be sent to the first named customer at the address specified on the Booking Form. Please check the Confirmation carefully to ensure all the information is correct and tell us immediately of any errors.

When do I need to pay for my holiday and how much? At the time of booking you will need to pay a non-refundable deposit of £60.00 (UK tours) or £75.00 (European & Ireland tours) for each person named on the booking form. The balance must be paid within 8 weeks of the departure date. If the balance is not paid in time, we reserve the right to cancel your holiday, retain your deposit, and apply cancellation charges set out in 'How do I cancel my holiday?'. The date of cancellation will normally be the date you confirm in writing that you intend to cancel, or 15 days after the balance due date, whichever comes first. If you book within 8 weeks of the departure date you must pay the full amount at the time of booking. If you wish NOT to take the optional complimentary travel insurance, please tick the relevant box on the Booking Form. C & J Tours is an Appointed Representative (AR) of Wrightsure Services (Hampshire) Ltd 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.

How is the money I paid for the holiday I book protected? C & J Tours Ltd is a company committed to customer satisfaction and customer financial protection. In accordance with Passenger protection policy for insolvency cover in respect of the Package Travel & Linked Travel Regulations 2018, all passengers booking with C & J Tours Ltd are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of C & J Tours Ltd. There is no requirement for Financial Protection of day trips, and none is provided. **Consumer aware:** Your booking is insured by IPP LTD and their panel of insurers and is only valid for passengers who book and pay directly with/to C & J Tours Ltd. If you have booked and/or paid direct to a Travel Agent for a holiday with C & J Tours Ltd please request proof of how the booking is secured as this will not be covered by IPP Ltd in this instance. This insurance has been arranged by International Passenger Protection Ltd and underwritten by certain underwriters at Lloyd's. For further information, please go to www.ipplondon.co.uk **Claims Procedure:** You must notify IPP as soon as practically possible giving full details of what had happened quoting the name of your Travel Operator using the follow address: IPP Claims at Cunningham Lindsey, Oakleigh House, 14-15 Park Place, Cardiff. CF10 3DQ Tel: +44 (0)3452 661872. Email: Insolvency-claims@ipplondon.co.uk or online at <http://www.ipplondon.co.uk/claims.asp>

Will you apply surcharges? In these uncertain times, no company can be sure that surcharges may not be levied. In very limited circumstances surcharges may apply, but we guarantee that no surcharges will be levied within 30 days of departure. The price of your holiday is subject to change for an increase or decrease in any of the following costs:

- Transport costs including fuel (including fuel tax), ferry operator fares and tolls, embarkation / disembarkation fees at terminals.
- Exchange rates applied to a particular holiday booked.
- Dues and taxes (including the rate of VAT)

Even in this case, we will absorb an amount equivalent to 2% of the holiday price, which excludes any insurance premium, and any amendment charges. Only amounts in excess of 2% will be surcharged. If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of any money paid except for any premium paid to us for holiday insurance and amendment charges. Should you wish to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the surcharge invoice. No price revision will be made less than 30 days before the scheduled departure date.

In addition to Sterling we use the Euro in calculating our holiday prices at the following exchange rate: £1.00 = €1.1142 / €1 = £0.8972 – 21/10/17.

Can I change my holiday arrangements? If, after our Confirmation has been issued, you wish to change to another holiday from this brochure or pick-up point we will do our best to accommodate any charges you may want to make but we cannot guarantee to do so. This is provided that written notification is received at least 8 weeks before the departure date. Any alteration by you within 8 weeks of departure will be treated as a cancellation of the original booking and will be subject to the cancellation charge set out in 'How can I cancel my holiday'. There will be an administration charge of £20.00 per person for every alteration we make plus any reasonable additional costs caused by the alteration.

Can I transfer my booking to someone else? You can transfer your booking to someone else provided you give us reasonable notice. This person must be able to satisfy all conditions of the holiday. BUT a change cannot be made with 7 or fewer days prior to departure. Travel Insurance and Financial Failure Insurance can NOT be transferred; new certificates will have to be issued by us. Consequently, we will make an administration charge of £20.00 per person for every transfer we make plus any reasonable additional costs caused by the transfer. You will remain responsible for ensuring that the holiday is paid for by the balance due date.

How can I cancel my holiday? You, or any member of your party, may cancel your holiday at any time provided that the cancellation is made by the person signing the Booking Form and is communicated to us in writing. As this incurs administration costs we will retain your deposit and apply cancellation charges as shown below:

Period before departure within which written notification is received by C & J Tours Ltd.
Prior to 42 days before departure
29 to 42 days before departure date
15 to 28 days before departure date
8 to 14 days before departure date
0 to 7 days before departure date

Cancellation charge shown as % of total holiday price (excluding insurance premium)
Deposit only
30% of total holiday cost
45% of total holiday cost
60% of total holiday cost
100% of total holiday cost

If the reason for the cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. Your cancellation will take effect from the date when we receive your written confirmation of your cancellation. Any cancellation charge is payable by the passenger to us and the passenger should then claim on the insurance company for reimbursement. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy of rooms. In some cases, the hotel may not allow the remaining passenger to have single occupancy and as such may be asked to share with someone else or be forced to cancel as well.

What happens if you change my holiday? The arrangements for your holidays in this brochure are made many months in advance and changes are sometimes unavoidable. Most of these changes are, however, very minor, and we reserve the right to alter any itineraries detailed in the brochure to ensure the smooth running of the tour. If the changes are significant (i.e. changes in departure date, resort area or a change of tour itinerary which involves a destination being completely eliminated from the revised itinerary), we will notify you as soon as possible before the departure date. In the event of a significant change you may decide to:

- Continue with the holiday as amended.
- Accept an alternative holiday which we may offer.
- Cancel your holiday.

If you choose a) or b) we will pay you compensation (per person) on the scale below. If you choose c) we will refund all monies paid by you to us, plus the compensation on the scale below, no other claims for compensation or expenses will be considered.

Period before departure, within which a major change is notified to you.	Compensation per person for tours of 6 days or over.	Compensation per person For tours of less than 6 days.
More than 28 days	Nil	Nil
15 to 28 days	£10.00	£ 5.00
8 to 14 days	£15.00	£ 5.00
0 to 7 days	£20.00	£10.00

C & J Tours Ltd reserves the right to modify itineraries to confirm to requests from competent authorities in the UK and any other sovereign state through which the tour will operate. Additionally, all cross-channel travel is interchangeable between ferry and Eurotunnel. Operational problems can dictate short notice changes and bookings can only be confirmed if you are able to travel by other means.

Included excursions are detailed on the relevant brochure page and refunds will not be made for any excursion not taken. Optional excursions may be booked and paid for in resort but these will not form part of the package booked with us. Admission fees to buildings, grounds etc included in the itinerary are included in the price of the holiday unless otherwise stated on the relevant brochure page.

What happens if you cancel my holiday? We aim never to cancel any tour and would only do so in exceptional circumstances. However, it is necessary for there to be a minimum number of passengers in order to operate a tour, and therefore, in certain circumstances, we may have to cancel your holiday. If this should occur we will return to you all the money you have paid to us, or offer you a suitable alternative and this shall be the limit to our liability to you. Prior to departure, we reserve the right to cancel your holiday if the balance of the holiday is not paid in full, 8 weeks before departure. If you are present at the departure point at a designated time, or if you are in breach of the customer's obligations, we will immediately cancel your holiday.

What is the extent of your liability? We accept responsibility if you or any member of your party is killed or injured as a result of an activity forming part of your holiday arrangements which you booked with us before departure; or if any part of your holiday arrangements, booked with us in the UK, is not as described in the brochure or not of a reasonable standard; if the failure in your holiday arrangements or any death or personal injury is due to any fault on our part or that of our agents or suppliers whilst acting in the course of their employment. We do not accept responsibility if the failure, death or personal injury is not caused by any fault of ours or of our agents or suppliers or is caused by you or someone not connected with your holiday arrangements; or if the failure, death or personal injury is due to unusual or unforeseen circumstances which, even with all due care, we, or our agents or suppliers, could not have anticipated or avoided.

For claims which do not involve personal injury, illness or death, the most we will have to pay if we are liable to you is twice the price the person affected paid for their holiday (not including insurance premiums and amendment charges). We will only have to pay this maximum amount if everything has gone wrong and you have received no benefit from your holiday. If you or any member of your party is killed, injured or becomes injured as a result of transport by ship, train or coach, any liability which we may have to pay compensation is limited in line with the Athens Convention (applies to transport by ship), the Berne Convention (applies to transport by rail) and the Geneva Convention (applies to transport by road). You can get copies of the relevant conventions from us if you ask. You should also note that these conventions may limit or remove the carrier's liability to you and the amount, which the carrier has to pay you.

If we make a payment to you or any member of your party for death, personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to take action against the person or organisation responsible for causing the death, personal injury or illness.

Our suppliers (such as accommodation or transport providers) have their own booking conditions or conditions of carriage, and these conditions are binding between you and the supplier. Some of these conditions may limit or remove the relevant transport provider's or other supplier's liability to you. You can get copies of such conditions from us, or the offices of the relevant suppliers.

What do I do if I have to complain? If you have a complaint during your holiday, please inform our driver/courier or representative immediately. They will do their utmost to resolve the problem immediately, but please bear in mind that we have no direct control over hotels and other parties. Should you wish to make further representation on your return, please write to us within 14 days of your return date, at C & J Tours Ltd, 8 Belvedere Close, Danbury, Essex. CM3 4RG. We regret that we cannot deal with any complaints received later than this time. In your letter, you will need to quote your holiday name and departure date. If you do not tell us at the earliest opportunity about a problem giving rise to your complaint we cannot take steps to investigate and rectify it. In deciding how to respond to your complaint we will take into account the date you first drew the problem to the attention of the driver/courier or representative. Any complaint received will be thoroughly investigated and if upheld we will try and agree an amicable settlement. Sometimes the investigations can take time awaiting response from hoteliers.

Where can I find my pick-up point and pick up time? Our pick-up points are listed in the section 'How to Book', and your designated pick up point will be clearly stated on your Confirmation of Booking along with your pick-up time. It is your responsibility for ensuring that you are at the correct pick up point at the correct time. As a precaution, we strongly advise that you are at your departure point at least 5 minutes before the scheduled departure time. We cannot be held responsible for any loss or expense suffered by passengers because of their late arrival at any departure point. Due to driving restrictions, on some of our tours not all the pick-up points will be available, please check at time of booking. Also, depending upon the number of passengers getting at a particular pick up point, for operational reasons, we may ask you to make your own way to an alternative pick up point.

Do I need to take out Travel Insurance? It is a condition of travel on all C & J Tours holidays, that all our customers have travel insurance to cover medical and repatriation costs, personal injury, loss of luggage and cancellation charges and that is why for your protection all clients who book with C & J Tours Ltd will be offered an optional complimentary holiday travel insurance scheme that has been specially designed for your holiday, please see the Insurance section of this brochure for more information. Should you wish NOT to take advantage of the complimentary holiday travel insurance please tick the relevant box on the Booking Form. Should you wish to use your own travel insurance that is not with C & J Tours Ltd you will be required to show proof of your insurance and complete the Insurance Disclaimer Form on the reverse of the Booking Form in this brochure. C & J Tours is an Appointed Representative (AR) of Wrightsure Services (Hampshire) Ltd 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.

What travel documents do I need? Your Confirmation of Booking will be issued at time of booking and is your travel ticket. It will also outline the Financial Failure Insurance. If you have opted to take the complimentary travel insurance, a Travel Insurance Certificate will also be issued. For more information on travel insurance see the section on 'Travel Insurance'. Please bring these documents with you on your holiday. When you have paid the balance of your holiday we will send the lead named passenger your luggage labels, hotel information and confirm your pick-up point and time. Certain travel documents may have to be retained by us and your driver/courier will then issue them to you at the relevant time. If you lose a travel document after it has been issued to you, we will require you to meet the direct cost of a duplicate or replacement. If you have your own travel insurance, then we strongly advise that you bring the policy and certificate with you as they will contain important information in the event of a claim being made. We cannot accept responsibility, nor are we to be held responsible for any loss or expense suffered by passengers failing to have the correct travel documents.

Do I require a passport? It is a legal requirement that you are in possession of a valid passport on one of our European holidays. It is therefore your responsibility that you have your passport with you when you board the coach, failure to do so will be regarded as a cancellation by you. As such we will apply cancellation charges as set out in these Terms of Business and ask you to leave the tour immediately and have no further obligation or liability to you. Due to driving and working time regulations and the time constraints in catching a ferry/train, we do not have the time to wait whilst your passport is brought to you or for you to return home to collect it.

If you are a British citizen travelling outside the UK, you MUST have a full UK passport valid for a minimum of 6 months after your scheduled date of return. See also notes on passports in the Conditions of Carriage section.

All passenger travelling with C & J Tours Ltd on one of our European holidays must provide us, at the time of booking, with your full name, date of birth, nationality, passport number, date of expiry and issuing state. If you have any doubts about your status as a resident British subject or you do not hold a full British passport, you must check with the Embassies or Consulates of the countries to be visited to confirm the passport or visa requirement needed in your particular circumstances. Please bear in mind that it may take as long as 2 months for passports to be issued and so it is advisable to apply for a passport well before your holiday departure date.

What currency do I need? – For UK holidays, Sterling will be the currency required. On our European holidays, Euro's will be the currency required, with the exception of holidays to Switzerland and Norway where the local currency will be required.

What happens if I am delayed? Your travel insurance may cover you for some delays, please check with your insurance provider. In addition, where you are delayed more than six hours in any one time, we will seek to minimise any discomfort and where possible, arrange for refreshments and meals.

What assistance will you give me if things go wrong when it is not your fault? In addition to what has already been stated (and without affecting that), if you or any member of your party suffer death, illness or injury whilst on holiday with us arising out of an activity which does not form part of our holiday arrangements or an excursion arranged through us in the UK, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs or benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you any member of your party to £1000 per party.

What about hotel facilities, food & entertainment? Unless otherwise stated, the hotel accommodation provided for our tours has double, twin and single rooms all with en-suite facilities. Where star ratings are quoted, it must be remembered that ratings vary between countries, and are not always a good guide to quality. All the amenities described on the appropriate brochure page will normally be available for your enjoyment. However, some amenities may occasionally require cleaning or servicing and therefore we cannot guarantee that they will always be available. The nature and frequency of entertainment provided by hotels is at the discretion of the hotel and therefore not guaranteed. Most UK hotels include tea/coffee making facilities in the bedrooms. Where this facility is provided there may be a charge for additional beverage supplies. This facility is not normally available in European hotels. It is common practice in European hotels that you will not be offered a choice of menu. However, if you have any dietary requirements you must inform us at the time of booking.

What about Health & Safety during my holiday? In some foreign countries, standards of infrastructure, safety and hygiene may be lower than those to which we are accustomed in the UK. You should therefore exercise greater care for your own protection. Further information can be obtained from your GP or from the leaflet 'Health Advice for Travellers' published by the Department of Health.

Under normal circumstances most western European countries do not require visitors to be vaccinated. However, if you are not sure of the health requirements of the country you are visiting, you are advised to check with your own doctor before travelling. We also recommend you read DHSS leaflet SA30, available from local DHSS offices, which gives details of medical treatment in Europe. Although it is not a condition to liability, clients travelling to European Union countries are advised to obtain a European Health Insurance Card. This card is now the sole health document across the European Union. The old E111 medical form is NO longer valid. **Importantly**, this card is ONLY valid for accidents and emergencies, NOT pre-existing medical conditions – do NOT rely on it as a replacement for travel insurance. To apply for this card either pick up a form from your Post Office, visit the website dh.gov.uk, or call 0845 606 2030.

Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey for a long period of time. If you have ever had a DVT or pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, a stroke, heart or lung disease or if you have had major surgery in the last 3 months, or think you might be at risk, you should consult your doctor before booking. We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit for travel. During the journey, we will provide comfort stops as frequently as possible. During these stops, you are encouraged to get off the coach and walk around. Exercise reduces any discomfort, which may be caused by periods of immobility. During comfort stops on any journey you should only drink alcohol in moderation as it leads to dehydration.

We strongly advise that if you are on any medication that you bring on holiday with you a copy of the prescription to prove what the medication is and in order to get replacement medication.

Our coach We will always use our reasonable endeavours to provide a coach to the specification as described in this brochure or advertisement, but reserve the right to substitute an alternative vehicle should unforeseen circumstances arise. This vehicle may not include the same facilities advertised and some of our advertised 'on board' services and facilities may not be available. There is a seating plan of the coach shown in this brochure, but it is possible that on occasions, operational reasons will require a coach with a different configuration to be used. C & J Tours Ltd reserves the right to sub contract the coach at any time and shall have no liability in relation to any such change of specification and reserves the right to amend seating at our discretion. Requests for particular seats can be made at time of booking, but because allocations are made on a 'first-come, first-served basis' you are recommended to book early. If you require a certain seat and it is not available, the nearest possible will be allocated. Single persons travelling alone will be required to share a double seat on the coach and it may be necessary to re-locate you after all bookings are received. Specific seats will not be allocated on coaches which operate a feeder service. By law seat belts must be worn at all times whilst on the coach. We do NOT allow any hot food, ice cream or chewing gum on board, but you are welcome to eat sandwiches etc. We try to make a comfort stop every 2.5 to 3 hours, where possible, and we always stop for lunch.

Passenger behaviour & personal hygiene – we want all our customers to have a happy and carefree holiday with us. But, you must remember that you are responsible for your behaviour and personal hygiene and the effect it may have on others. If you or any member of your party has a personal hygiene problem, is abusive, disruptive or behaves in a way which, in our reasonable opinion, could cause offence, distress, pose a hygiene risk, cause damage or injury to others or affect their enjoyment of their holiday, or which could cause damage to property, we have the right, after reasonable consideration, to terminate your contract with us. If this happens we will have no further obligations or liability to you. The coach driver / tour escort, ship's captain or authorised official of other means of transport is entitled to refuse you boarding if in their reasonable opinion you are unacceptably under the influence of drink or drugs, you are being violent or disruptive or there is a personal hygiene problem. If you are refused boarding on the outward journey we will regard it as a cancellation by you and apply cancellation charges as set out in these Terms of Business. If the refusal is on the return journey we will have the right to terminate the contract with you there and then and will have no further obligations or liability to you.

Is smoking allowed on the coach or in hotels? – we operate a strict no smoking policy on the coach (including the use of e-cigarettes or equivalent) and it is also illegal to smoke on the coach. We appreciate the co-operation of smokers and remind them that frequent journey breaks are made and bookings are taken on this understanding. It is illegal to smoke in public places in the UK and Ireland, though this is not the case everywhere in Europe.

What other restrictions are in place? - on a C & J Tours holiday you may not:

- Bring a pet or any other animal (other than Guide Dogs in the UK and Ireland only, and then only by prior arrangement).
- Play an audio device of any kind, without the use of headphones and then only at a volume that will not disturb your fellow passengers.
- You may NOT carry on your person or in your luggage any firearm, ammunition, explosive or any other article or substance, possession of which is prohibited by law.
- Whilst on the coach we respectfully request that you keep the use of mobile phones to an absolute minimum so as not to disturb or cause annoyance to your fellow passengers or distract your driver.

Are children allowed on your holidays? – Children are welcome on any of our tours and excursions, though we do request that parents/guardians check with us first to see if a tour is suitable. It is the parents/guardian's responsibility to provide booster seats if needed. Please note that the seats on our coach do not have ISOFix fittings. It is the law in some European countries that children under 16 cannot sit in the front seats of coaches. There may be a reduction in the cost of the holiday when a child shares a room with two full paying passengers. The French government has instructed all tour operators, travelling through France, that ALL infants (children 3 years old and under) **must** have an allocated seat that no one else can be seated on. The infant is not obliged to use the seat and can sit on the adults lap if preferred. However, because of this law we are now reluctantly obliged to make a minimal charge for all infants.

What if I have a disability? You must notify us before booking if you are any member of your party has a disability so that we may consider what reasonable adjustments we or any relevant supplier should consider in the context of your holiday. We want to ensure the arrangements for your holiday are suitable and appropriate. If you have specific needs for equipment or medication, or you will need assistance or particular facilities in the hotel, port, or train station, or may have difficulties in taking part in excursions or boarding and travelling on the coach or other means of transport you must let us know in advance. If any assistance is required it must be brought to our attention at the time of booking or, if it arises later, as soon as possible. The holidays in this brochure have been carefully planned to include as much interest as possible. Inevitably some of the holidays include lengthy periods of travel and some walking on sightseeing excursions. Additionally, many hotels will have steps to contend with and may not possess lifts, and so not all the holidays in this brochure may be suitable for you and if we reasonably consider we cannot provide what is required, we will not accept the booking or, if details are not given at time of booking, cancel it. We want you to enjoy your holiday and will try and help you select an appropriate trip. If you need advice or further information, please contact us. We will be happy to provide general assistance to passengers, but will not be expected to:

- Provide assistance that extends to the bodily lifting and carrying of any passengers on and off the coach.
- Undertake any action that may put at risk our health, safety, welfare or the legal requirements for a break in duty.
- Act as carers for passengers at departure, during the journey or on arrival at the destination.

We can accommodate folding wheelchairs in the luggage compartment but we politely ask that you tell us of your intention to bring one. We can carry small, lightweight electric wheelchair/scooters that can easily be dismantled. Your attention is drawn to our limited luggage space and critical weight restrictions; therefore, we limit the number of electric wheelchairs/scooters to one per tour and up to a maximum of two folding wheelchairs and this is strictly on a "first come – first serve" basis. Please note, if we have not been advised of wheelchairs, walking aids etc, or they have not been booked we reserve the right to refuse to carry them.

Can I make a Special Request – If you have a special request we will do our best to help but, you must inform us at the time of booking, stating the request in the appropriate section on the Booking Form. All requests are passed on and we make every effort to see that they are considered but we cannot guarantee them being fulfilled. If your special request relates to a special diet, please tell us before booking or as soon as you are medically advised and send us a copy of the diet. This now includes diabetics. We will notify the hotel, but please note that some hotels may not have the facilities to cope with some special diets and we will tell you as soon as possible so that you can exercise your right to cancel your holiday without any charge. Any extra costs at the hotel incurred by you during your holiday as a result of special requests must be paid to the hotel prior to departure from the hotel. If your special request is for a particular room, please note that the location, position, size or type of any room cannot be guaranteed and, in the main, room allocation is the responsibility of the hotelier. There is usually a limited number of ground or low floor rooms available and requests for this accommodation must be made in the appropriate section of the Booking Form and in the knowledge that there is no guarantee of this type of room being available. If lifts are available at a hotel the facility will be mentioned in the hotel section for each tour. We politely ask that you limit the number of Special Requests, as passengers listing a string of requests, such as sea view, low floor, bath, near to lift, may well be disappointed as we and the hotel will not be able to determine which is most important to them. Requests for specific coach seats will be met as far as practicable, but where more than one person requests the same seat this will be dealt with on a 'first come, first served basis'.

Is there a supplement for a single room? – Where possible we try to keep to a policy of no single room supplements on our tours. However, some hotels make a single supplement charge which we must pass on to you. Single rooms are strictly limited in number and sell very quickly, and we would suggest that if you are travelling alone you should book early to avoid disappointment. Once our allocation of single rooms has been used, some hotels may offer additional single rooms if available and at a charge. As single rooms are limited in number and so that consideration is shown to other single travellers, if you are travelling as friends, we politely ask that where it is possible to share a twin room with a friend you do so.

What is my luggage allowance? – For maximum clothing protection we recommend moulded suitcases. Please make sure that the luggage labels you have been supplied with are securely attached to your suitcases which will be placed in the luggage lockers on the coach and locked away until your arrival at your hotel. Your attention is drawn to the limited space critical weight restrictions on the coach. It is necessary to restrict client's luggage to one medium sized suitcase per person, which should not exceed 18kg in weight, together with a piece of hand luggage which can be kept with you and is capable of fitting in the overhead racks or under the seat. When travelling on holidays involving an overnight stop en-route to your destination it may be convenient for you to take an overnight bag in place of your hand luggage. Alternatively, for couples use one of your two suitcases as your overnight bag. Overnight luggage should be given to the driver separately for placing in a luggage locker on the coach which has easy access at the overnight hotel, to avoid the need to off load the entire luggage and reduce delays and the drivers' workload at the end of a busy day. We cannot, however accept personal responsibility for loss or damage to personal belongings left on one of our vehicles overnight, despite every effort being made to secure our vehicles. Consequently, we recommend that you take all your personal belongings with you when you leave the coach at the end of the day. We regret we have no obligation to carry luggage in excess of the permitted amount and weight.

Extras – most hotels are able to offer newspapers, morning/afternoon teas, bar snacks and beverages etc, whilst some also offer mini-bar, telephone, film channels etc, all of which are classed as "extras" and must be paid for by the individual before leaving the hotel, possibly at the same time as you hand in your key. Please note that some hotels will ask for a credit/debit card number as guarantee for any "extras" that may be incurred.

Infectious or Contagious Diseases (including Norovirus) – due to Health & Safety Laws, we cannot carry passengers who have an infectious or contagious medical condition which may result in a hotel refusing accommodation to the passenger concerned or the whole group. If you have suffered from such a problem within 14 days of travel, please advise us and supply a doctor's confirmation that you are no longer contagious. We reserve the right to terminate your holiday as a result of such a medical condition if requires and in such circumstances, we are unable to offer refunds.

Suitability of holiday – We try to make our tours suitable for most people. Though please note that some tours can be demanding with early starts, up to 3 hours at a time on the coach and several hotels being used. Please read the itinerary carefully before deciding on our holiday to make sure the holiday will be suitable for you. If you are unsure about booking, please contact us and we will do our best to advise you and help you make your decision.

Is my information I give you safe? – In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use this personal information you provide. In making this booking, you consent to this information being passed on to the relevant persons. The information you provide us for your booking will be treated in accordance with Data Protection legislation. Whilst we must obviously pass the information onto the relevant suppliers of your travel and accommodation requirements and to public authorities such as Customs & Immigration as required by law, we will NOT pass on personal information to any person or organisation not involved in your travel and accommodation arrangements. Your Data Controller is Mr. David Houghton, Managing Director. The information held by us is simply the information given on your Booking Form and is held in secure files and electronic storage facilities. We may use this information to contact you by mail, telephone or electronic means. If you do not wish us to do so, please contact us. C & J Tours Ltd is registered with the Information Commissioner's Office under registration reference: ZA170509

Errors & Omissions – whilst every effort is made to ensure the accuracy in the compilation of this brochure and further additional leaflets, errors and omissions may occur. Before making a reservation please confirm prices and details with us and view the full itinerary of the tour you are booking.

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