

# Booking your Holiday

Booking your holiday with us could not be quicker or easier – just follow the steps below.

**STEP 1.** Please call us on 01245 222477 so we can confirm the availability of your choice of holiday. We will then hold your telephone reservation for one week whilst you complete and send in your Booking Form.

**STEP 2.** Send your completed Booking Form to C&J Tours Ltd, 8 Belvedere Close, Danbury, Essex. CM3 4RG along with a deposit of £60.00 per person for UK tours / £75.00 per person for tours to Ireland and Europe. Cheques should be made out to C&J Tours Ltd. You need to send the full amount if the booking is being made less than 8 weeks before the tour departs.

Please note that for the Mystery Weekend this year the full balance is due at time of booking.

**SORRY, WE DO NOT TAKE CREDIT/DEBIT CARDS OR POST-DATED CHEQUES.**

When we have received and processed your Booking Form, we will send you a Confirmation of Booking, which records your booking details, shows the balance due and the date it should be paid to us and outlines the

Financial Failure Policy. Please check the details are correct and make a note of the balance due date, as we do NOT send out reminders.

**STEP 3.** Send your cheque for the balance by the date shown, along with your Confirmation of Booking (this is important as it allows us to provide a continuous paper trace for your booking for the financial failure insurance). We will then sign the Confirmation to confirm receipt of your balance and return it to you along with your luggage labels and confirmation of your pick-up point and time.

*Remember the earlier you book the more chance we have of being able to provide you with the tours and seats of your choice.*

**PLEASE BE SURE TO READ OUR TERMS OF BUSINESS BEFORE YOU COMPLETE YOUR BOOKING FORM & MAKE SURE THE TOUR YOU ARE BOOKING ON IS SUITABLE FOR YOU.**

**OUR OFFICE HOURS ARE MONDAY TO FRIDAY 9AM TILL 5PM.**

## Coach Hire

If you are a group organiser planning a day excursion or holiday for your club, society or group of friends then C&J Tours can provide the tailor-made trip you are looking for, with our executive tour coach seating 53. We can arrange entrance tickets, tour guides, theatre tickets, meals, hotel accommodation and ferry crossings. At C&J Tours every booking is very important to us and you are guaranteed our full cooperation and understanding. Travelling by coach means your group arrive together at your choice of destination feeling refreshed and relaxed. Travelling together is considerably cheaper than taking separate cars and a lot less hassle. For a free quote for coach hire anywhere in the UK or Europe call us on 01245 222477 or email: [davecandjtours@aol.com](mailto:davecandjtours@aol.com)

## Day Excursions

Leave the car at home and enjoy a day out with C&J Tours. Travel in style, comfort and safety aboard out top of the range Mercedes Benz coach without having to worry about driving, the traffic, finding somewhere to park and the cost of fuel. Many of our excursions have added extras such as entrances, guides and refreshments included in the price. Travel with C&J Tours and travel with friends.

**Don't forget to visit our website: [www.candjcoachtours.co.uk](http://www.candjcoachtours.co.uk) for a quick and convenient reference to any of our Holidays or Day Excursions. Here you can read our brochure, keep up with our superb range of Day Excursions, and learn more about C&J Tours.**

## Terms of Business & Important Holiday Information (2024)

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 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 8 working days. All correspondence between C&J Tours Ltd, 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, if it is not, tell us immediately.

**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 holidays incl those to Northern Ireland & IOM) or £75.00 (for European holidays incl those to Republic of Ireland) 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.

**How is the money I paid for the holiday I book protected?**

In accordance with the UK Package Travel & Linked Travel Regulations 2018, Directive (EU) 2015/2302 or the local applicable law in the country of residence of the passenger(s) booking with C&J Tours Ltd are fully protected for the initial deposit and subsequently the balance of all monies received by us, including repatriation costs arising from cancellation or curtailment of your travel arrangements due to the insolvency of C&J Tours Ltd. The respective laws accordingly to the country of residence of the passenger(s) usually only requires us to provide cover for Package & Linked Travel Arrangements, there is no requirement for Financial Protection of days trips or single elements, and none is provided unless the local requires such. If you have questions on this then please contact C&J Tours Ltd. C&J Tours Ltd has taken out an insurance provided by International Passenger Protection Ltd (IPP) with Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group. LMIE's registered office: 5-7 rue Leon Laval, L-3372, Leudelange, Grand Duchy of Luxembourg. Registered Number B232280 (Registre de Commerce et des Societes). LMIE is a European public limited liability company and is supervised by the Commissariat aux Assurances and licensed by the Luxembourg Minister of Finance as an insurance and reinsurance company. This insurance is only valid for passengers who book and pay directly with/to C&J Tours Ltd. In the event of our insolvency please make contact as soon as practically possible giving full details of what has happened quoting the name of your Tour Operator: For UK & Worldwide excluding EU Passengers – IPP Claims at Sedgwick. Tel +44 (0)345 266 1872 Email [insolvency-claims@iplondon.co.uk](mailto:insolvency-claims@iplondon.co.uk) or online at <http://www.iplondon.co.uk/claims.asp>

For EU Passengers – IPP Claims at Sedgwick Tel +31 103120666 Email [ippclaims@nl.sedgwick.com](mailto:ippclaims@nl.sedgwick.com) or online at <https://www.iplondon.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.

c) 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.

**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 changes 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 NOT transfer your booking to someone else. All out holidays include Financial Failure Insurance which cannot be transferred.

**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. If we are notified of the cancellation by telephone, this must be confirmed in writing within 8 days of the telephone call. If no written confirmation is received within this period, your telephone call will be treated as your cancellation and your seats on the coach and your rooms will be released and liable to be resold. As a cancellation incurs administration costs, we will retain your deposit and apply cancellation charges as shown below:

Period before departure in which you notify us	Cancellation charge shown as % of total holiday price
More than 42 days prior to departure	Deposit only
29 to 42 days prior to departure	40%
15 to 28 days prior to departure	60%
8 to 14 days prior to departure	80%
Less than 8 days prior to departure	100%

Please note our OFFICE HOURS are Monday to Friday 9am till 5pm

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, or from the date of the telephone call if no written confirmation is received. 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.

**Can I cut short my holiday?** If you cut short your holiday and return home early for whatever reason, we will not offer you any refund for that part of your holiday not completed or be liable for any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment, and we suggest that any claim is made directly with them.

**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, where upon all liability on the part of C&J Tours shall cease.

Period before departure in which we notify you major change is notified to you.	Amount you will receive from us*
More than 28 days prior to departure	Nil
15 to 28 days prior to departure	£10.00
8 to 14 days prior to departure	£15.00
0 to 7 days prior to departure	£20.00

**IMPORTANT NOTICE.** Compensation will not be payable if - we make a minor change/we make a significant change or cancel before the balance is due/we make a significant change and you accept those changed arrangements or you accept an offer of alternative travel arrangements/we have to cancel your arrangements as a result of your failure to make full payment on time / where the change or cancellation by us arises out of alterations to the confirmed booking by you/holiday is cancelled because the number of persons booked is less than the number required, or for events beyond our control, which include: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural or nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers: hurricanes and other actual or potential severe weather conditions, and any other similar events.

If we become unable to provide a significant proportion of the arrangements that you have booked with us after the departure date, we will, if possible, make alternative arrangements for you at no extra charge and where those alternative arrangements are of a lower standard, provide you with an appropriate price reduction.

C&J Tours Ltd reserves the right to modify itineraries to conform 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 would only do so in exceptional circumstances. However, it is necessary for there to be a minimum number of 25 passengers to have booked on each holiday for us to be able to operate it, 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 1) the balance of the holiday is not paid in full, 8 weeks before departure, 2) if you are not present at the departure point at the designated time, 3) if you are in breach of our or our suppliers obligations, 4) because of a force majeure (an event which we or the suppliers of the services in question could not foresee, or avoid and is therefore beyond our control).

**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 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 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.

**Do I need to take out Travel Insurance?** C&J Tours NO longer offer Travel Insurance on our holidays. Travel Insurance is compulsory on all European holidays (including Jersey & any holiday travelling to the Republic of Ireland) and on holidays to the Isle of Man. Although not compulsory on our UK holidays it is strongly recommended. **We advise customers to take out a travel insurance to cover medical and repatriation costs, personal injury, loss of luggage and cancellation charges.** See also the section "What about Infectious or Contagious Diseases?" If you do not have travel insurance cover and require our assistance during your holiday, we reserve the right to reclaim from you any medical repatriation or other expenses which we may incur, on your behalf, which would otherwise have been met by an insurer. Please note that it is your responsibility to be in possession of the correct travel insurance documentation when you travel, which should include details of the insurer, the policy number (where applicable) and the name and contact number of the emergency medical assistance service.

**What travel documents do I need, and do I require a passport?** Your Confirmation of Booking will be issued at time of booking and is your travel ticket and it also outlines the Financial Failure Insurance, so please bring this document 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. We strongly advise that you bring your travel insurance policy and certificate with you as they will contain important information in the event of a claim being made. Please see "Do I need to take out travel insurance?" above.

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 on the day by us. 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 British Passport (machine readable) less than 10 years old and valid for a minimum of 6 months after your scheduled date of return. 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. For full details on passport requirements, please contact the Identity and Passport Service on 0300 222 0000 ([www.direct.gov.uk](http://www.direct.gov.uk)). 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.

It is your responsibility to check and fulfil the passport, visa, health and immigration requirements applicable to your itinerary. We can only provide general information about this. We do not accept responsibility if you cannot travel or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities.

**What happens if we are 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.

**Is there any overnight travel on your holidays?** No, we do not travel through the night on any of our holidays. However, early departures are sometimes required to meet reasonable arrival times and in order to catch ferries.

**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.

**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.

**What are the seating arrangements on the coach and does the coach have a toilet?** When you book your holiday, we will offer seats from the front first. Once you have been allocated a seat, that is your seat for the holiday. We do NOT charge a supplement for the front seats or those immediately behind the centre steps. Requests for particular seats can be made at time of booking (at no charge), 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. We will continue to offer single persons travelling alone a double seat to themselves. However, as this reduces our capacity, we politely ask that if travelling with a friend that you consider sharing a double seat. Specific seats will not be allocated on coaches which operate a feeder service.

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 subcontract 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.

By law seat belts must be worn at all times whilst on the coach and smoking (including e-cigarettes) is not permitted.

We do NOT allow any hot food, ice cream or chewing gum on board, but you are welcome to eat sandwiches etc. If you bring hot drinks purchased from services, or any other outlet please be aware that the cups these drinks are in may not fit into our dropdown tables on the backs of the seats and it is your responsibility to ensure the contents are not spill. Our own hot drinks do fit into the dropdown tables. We try to make a comfort stop every 2.5 to 3 hours, were possible, and we always stop for lunch.

Yes, our coach does have a toilet, but take note that it is not attached to any mains drains and is only to be used in an emergency. For hygiene reasons liquids only and gentlemen please be seated!! For safety reasons, please do not use the toilet unless on a motorway/dual carriageway journey and only then when it is safe to do so and NEVER when the coach is stationary, on normal roads or when the coach is manoeuvring. Please be aware that the centre steps leading down to the toilet and centre exit are quite steep and cut into the centre gangway. As a result, all passengers should be extra cautious when walking through the coach at this point.

Our coach is fitted with CCTV for the added safety and security of our passengers and crew and can be used for crime prevention and the prosecution of criminals.

**Is smoking allowed on the coach or in hotels?** It is illegal to smoke on the coach (including the use of e-cigarettes or equivalent). 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 Pire 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 fellow passengers.
- 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.

Please note our OFFICE HOURS are Monday to Friday 9am till 5pm

**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 adult's 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 and is the holiday suitable for me?** Whilst we are not a specialised disabled holiday company, we will do our utmost to cater for any special requirements you may have. You must notify us before booking or, if it arises later, as soon as possible, if you are any member of your party have an existing medical condition, disability or complex need that may affect your holiday or other group member's enjoyment of it. We reserve the right to request a doctor's certificate confirming the passenger is fit to travel. Please note our coach is not fitted with a wheelchair lift, so it is essential that all passengers must be able to walk up steps to board the coach – 4 steps at the front door, 5 steeper steps at the middle door, either unaided or with the assistance of members of their own party. The holidays in this brochure have been carefully planned to include as much interest as possible and we have tried to make them suitable for most people. However, we appreciate that not all the holidays in this brochure are suitable for everyone and we want to ensure the arrangements for your holiday are suitable and appropriate. We want you to enjoy your holiday with us, so if you are unsure about booking, please contact us to discuss your requirements and we will do our best to advise you and help you in choosing a suitable holiday. If in our reasonable opinion, your chosen holiday is not suitable for your medical condition or disability, we reserve the right not to accept your booking. Also, if we are not notified about any existing medical condition, disability or complex need at the time of booking and become aware of it at a later date we reserve the right to cancel your booking. Please read the itinerary carefully before deciding on our holiday to make sure the holiday will be suitable for you. Before booking your holiday, you should be sure that you and your party are both physically and mentally capable of completing the itinerary. Some of the holidays can be demanding with early starts, up to 3 hours at a time on the coach and several hotels being used. Also, some places we visit due to their very nature, may not have full disabled access and have steps, slippery or uneven surfaces, plus some visits involve walking on sightseeing excursions.

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 carry them.

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.

**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 must be made with C&J Tours Ltd and never with the hotel direct. We are pleased to pass on all requests to hotels and agents and we make every effort to see that they are considered but we cannot guarantee them being fulfilled. The fact that a special request has been noted on your confirmation or any other documentation or that it has been passed onto the supplier is not confirmation that the request will be met. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed by us. We do not accept bookings that are conditional upon any special request being met. If your special request relates to a special diet, including diabetics, please tell us before booking or as soon as you are medically advised and send us a copy of the diet. 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?** Most 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. If a hotel allocates us single rooms without a supplement, once this allocation of single rooms has been used, some hotels may offer additional single rooms if available 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 and the fact that your case(s) have to be lifted by hand by our driver and porters (if included). So, it is necessary to restrict client's luggage to one medium sized suitcase per person, measuring no more than 45-70-30cm and not exceeding 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 your seat. Please note due to electrical connections under all seats, large bags or bulky items should not be stored under seats or on the floor. 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 or baggage, unless through our negligence, left on our coach overnight, despite every effort being made to secure our vehicles. Consequently, we recommend that you take all your personal belongings and valuable items with you when you leave the coach at the end of the day and never leave valuable items in your suitcase when left on the coach. Any luggage claim should be pursued with your travel insurance provider. We have no obligation to carry luggage in excess of the permitted amount, weight, and dimensions.

**Are there any extras to pay for?** Most hotels can 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. Some hotels make a small additional charge for tea/coffee taken after meals as well as replenishing the items on the hospitality tray in your room. Please note that some hotels will ask for a credit/debit card number as guarantee for any "extras" that may be incurred. On rare occasions optional, extra excursion, such as a theatre visit may be offered by the driver, hotel, or theatre. These do not form part of the travel package and are payable at the time they are offered and are not normally refunded unless we obtain a refund from the supplier we use.

**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. 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 either a European Health Insurance Card (EHIC) or a UK Global Health Insurance Card (GHIC). Importantly, these cards are 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 these cards either pick up a form from your Post Office, visit the website [dh.gov.uk](http://dh.gov.uk), or call 0845 606 2030. These cards are not valid in the Isle of Man.

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 and refuse a booking if you are any member of your group is travel against the advice of a medical practitioner. 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.

You cannot take food products into the EU, however there are some exceptions for medical reasons, please check the rules on the EU website.

**What about Infectious or Contagious Diseases?** 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 condition within 14 days prior to travel, please advise us and supply a doctor's confirmation that you are no longer contagious and are fit to travel. Should you knowingly travel while infectious/contagious you may be held responsible for any resulting illness, expenses or inconvenience caused to our clients or third party. If you develop an infectious or contagious disease and in our reasonable opinion your presence on the coach represents a serious risk of infection to other passengers, we reserve the right to refuse to allow you to travel. If you develop an infectious or contagious disease whilst in resort and in our reasonable opinion your presence in the hotel represents a serious risk of infection to other guests, we reserve the right to require you to quarantine in your room or return home as may be appropriate. In such circumstances, we will make every effort to assist with alternative means of returning you to your point of origin but responsibility for the costs incurred in such alternative transport will be yours. Please note that we will have no liability for any refunds, compensation, costs, expenses, or other losses of any kind incurred by you. You must ensure you have travel insurance which covers these costs for you. It is your responsibility to contact your insurer, but we will make every effort to assist if requested. If in the event of any future pandemic C&J Tours, hotels, attractions and excursion providers may need to comply with government guidelines. This could include the unavailability of certain venues and attractions resulting in changes to itineraries at short notice and/or access to certain destinations. Any such changes, which are outside of our control, will not be considered as a major change in accordance with the section on "What happens if you change my holiday?" Please see also the section "Do I need to take out travel insurance?"

**Do you take into account passenger behaviour & personal hygiene?** Yes, we do. 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. No refunds for lost accommodation or any other arrangements will be made and we will not pay any expenses or costs incurred as a result of termination.

You and/or your party may also be required to pay for any loss and/or damage caused by your actions, and we will hold you and each member of your party jointly and individually liable for any damage or losses caused by you or any member of your party. Full payment for any such damage or losses must be paid directly to the hotel or other supplier prior to departure. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions together with all costs we incur in pursuing any claim against you. We cannot be held responsible for the actions or behaviour of other guests or individuals who have no connection with your booking arrangements or with us.

It is a condition of carriage with C&J Tours Ltd that no person may be permitted to drink alcoholic beverages at any time aboard the coach unless served by a member of staff. Failure to comply with this may result in the clients' holiday being terminated as stated above.

**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, any further additional leaflets and our website, errors, omissions and changes may occur, and we reserve the right to correct prices and other details in such circumstances. 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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