

Terms and Conditions



The following is a summary of the Terms and Conditions applicable to **Round & About** Excursions. Any bookings taken verbally or in person are subject to these conditions and are made on that understanding.

GENERAL: All coaches are operated in accordance with the rules and regulations concerning bus and coach travel both in the UK and abroad.

CANCELLATIONS: The company reserves the right to cancel any excursions due to operational reasons or insufficient bookings. In this event all monies will be refunded. No refund can be made if customers cancel less than 7 days before departure, unless the seat can be resold. Bookings cancelled 8 or more days before departure will be subject to a 25% deduction before refund. Refunds on the products of other suppliers, e.g. admissions, are made in accordance with the policies of the supplier concerned.

DEPARTURE TIMES: Times shown in the leaflet/ticket are departure times, customers should arrive at their chosen stop 10 minutes before the time shown.

PICK UP POINTS: No refund will be made to customers arriving at the pickup point after the scheduled departure time of the coach and we shall not be liable under any circumstances. Pick up points must be booked in advance on all excursions/tours.

OTHER SERVICES: Where transport, accommodation or other services form part of the tour and provided by some other person, company or undertaking and not by the company then: 1) Round & About acts only as the agent of such person, company or undertaking in making the necessary arrangements. 2) Round & About shall be under no liability whatsoever to the customers personal representative or dependants for, or in respect, or in consequence of personal injury or death; or loss or damage to baggage; or delay, deviation, alteration or other irregularity; or inconvenience, discomfort, mental stress, loss of expense, however caused arising out of or in connection with the provision of such transport, accommodation or other services. 3) Admission or tickets purchased for specific days/dates if they do not operate.

CONTINENTAL TRIPS: We reserve the right to change the mode of advertised channel crossing and bookings taken for continental day trips are made on this understanding. We will not be held responsible for any delays, however caused.

CHILDREN/INFANTS: A 'Child' price is charged for children between 4-14 years old inclusive unless admission charges state otherwise (i.e. Child admission is up to 12 years of age at Thorpe Park). Infants and babies up to 5 years of age require a seat restrained in a suitable car seat on all excursions (Fare supplied at booking).

SMOKING: The company adopts a 'No Smoking' policy on all its vehicles.

ALCOHOL: The consumption of alcohol is strictly NOT permitted on any coach.

LOST PROPERTY: The company cannot be held responsible for property or equipment left in its vehicles which is carried entirely at the owner's risk.

LUGGAGE: Luggage is carried entirely at the owners risk and the company cannot be held responsible for loss or damage to such. Luggage should be clearly labeled with the customer's name and drop off point for added security.

COMPLAINTS: Any complaints should be sent in writing within 14 days of the excursion to our head office addressed to the 'Excursions Manager'.

IMPROVEMENTS/SUGGESTIONS: We strive continually to improve the quality and scope of our excursion programme. Written suggestions or comments are always welcome from our customers addressed to our head office.

UNREASONABLE CONDUCT: A journey may be interrupted and terminated where a customer's conduct is deemed 'unreasonable' by a company employee or agent, if this occurs then subsequent requests for bookings may be refused as a result. Unreasonable conduct includes swearing, fighting, threatening behaviour, violence, playing of music through a personal stereo, smoking and the consumption of alcohol.

TIME AT DESTINATION: On excursions to one destination we will endeavour to offer at least a 4 hour stay, subject always to traffic or other delays. This length of stay is often extended on short trips or major events. However, this is not a guarantee.

MEAL/COMFORT STOPS: Most excursion coaches have toilet facilities on board, where this is not the case convenient comfort stops will be made, dependent on the length of journey. Refreshment and meal stops will be made dependent on itinerary.

AFFILIATIONS: In addition to membership of our main trade body, The Confederation of Passenger Transport, we also subscribe to the Coach Tourism Council, The Federation of Small Businesses, Sussex Enterprise and the South East England Tourist Board to maintain our professional status in the county.