

Terms & Conditions of Day Trip Bookings

All day trip bookings are subject to the following terms & conditions.

- The operation of all trips is subject to there being a minimum number of bookings. Bessway Travel Ltd will not accept any liability above the return of all monies paid in the event of any trip being cancelled due to insufficient booking, or any other reason beyond our control. As such, any monies paid will be held in a separate bank account up to completion of the trip. In the event of cancellation due to insufficient numbers, Bessway Travel Ltd will notify the customer 7 days in advance of the trip date.
- Your place on a trip will not be guaranteed until Bessway Travel Ltd has received payment in full.
- Payment for trips will only be accepted by one of the following methods:
 - Cheque – Made payable to “Bessway Travel Ltd”
 - BACS/Direct Payment – Bank details available on request.
 - Credit/Debit Card – Unfortunately due to high processing costs imposed by credit card companies and banks, these transactions will incur a £1.50 admin fee per transaction.
- Pick-up times stated are earliest departure times. It is recommended that you arrive at your designated pick-up point no later than 5 minutes prior to the stated departure time. Bessway Travel Ltd accepts no liability for customers who miss the coach due to not being at their stated pick-up point prior to the stated departure time.
- If you or any members of your party wish to cancel a booking you must notify us immediately. Cancellation charges will apply on the following scale:
 - More than 21 days before trip date – 0% - A full refund will be offered.
 - 14 - 21 days before trip date – 50% of booking.
 - Less than 14 days before trip date – 100% of booking.

In all circumstances Bessway Travel Ltd will endeavour to find replacements for cancelled bookings. In the event of replacements being found for a cancelled booking Bessway Travel Ltd will offer a full refund less a small administration fee.

- Lost property must be claimed and collected within 14 days of trip date.
- The consumption of Alcohol is not permitted on the coach.
- It is against the law to smoke in public areas and as such smoking is not permitted on any of our vehicles.
- It is a legal requirement that passengers have their seat belt fastened at all times whilst the vehicle is in motion.
- Pets or animals are not permitted on any of our vehicles.

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**70 Seat Coaches / 53-41 Seat Coaches
19-29 Seat Midi-Coaches / 16-22 Seat Minibuses**

- o Bessway Travel Ltd reserve the unconditional right to refuse a booking or terminate a passenger's excursion in the event of any unreasonable conduct which, in our opinion, is likely to cause distress, damage, danger or annoyance to our other customers, employees, property or to a third party. This includes any passenger who fails to advise us of any medical condition or disability. Upon such refusal or termination our responsibility for your excursion ceases. Full cancellation charges will apply and we will be under no obligation whatsoever for any refund, compensation or loss you may incur.
- o We accept responsibility for the acts or omissions of our employees, agents, sub-contractors and suppliers and for ensuring we provide the services supplied to you as described in our literature and to a reasonable standard. We shall not be responsible or accept liability for death, bodily injury or illness caused to the client or signatory to the contract and / or other persons named on the booking form, except when resulting from the negligent acts / omissions of our employees or agents, suppliers, sub contractors, servants and / or agents of same whilst acting within the scope of, or in the course of, their employment. Any claims arising there from shall be subject to English Law in respect of any question of liability or quantum, and all proceedings shall be within the exclusive domain of English courts.
- o The published running times of services are estimates only and we will not be liable for any loss (howsoever caused) arising from delay or failure to operate services in accordance with published timings. We accept no liability for delays caused by circumstances beyond our control. This includes delays caused by industrial disputes, closure of ports or roads or mechanical breakdowns.

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