

**Booking**

- Day Tours/Trips, Theatres are booked under one lead/group name.
- Holidays must have every person/s name that is part of the booking.
- All passengers will be issued a seat allocation on board a coach, this will stay the same unless the type of coach changes and will be reissued due to layout changes.
- Holiday passengers will be allocated the type of room on booking ie single, double, twin, etc.

**Changes to my booking/tour.**

- Name Changes on Holidays may result in admin charges by the hotel. Names must be correct on all holiday / overnight stays.
- GST may have to change tour/attraction due to many reasons this will be informed to you before departure. In the event it's a paid attraction then this fee will be refunded.

**Payments**

- Day tours/trips must be paid in full at the time of booking/confirmation, GST will issue a receipt/boarding pass on cleared payment.
- Theatre Tours, payment must be made as terms agreed, full/monthly before full confirmation is given.
- Holidays, a deposit is required per person on booking as the amount stated on each tour, full payment must be paid in full at least six weeks before the departure date.
- Any payment uncleared or charged back will result in the booking being cancelled or unconfirmed/allocated.
- In the event that any one of our providers go into administration, then GST will claim a refund of monies paid via insurance covering the tour.

**Cancellation****You/Customer**

- Day Tour/Trip – if the customer wishes to cancel the whole or part of a booking, then no full/part refund will be granted.
- Theatre Tour – if the customer cancels any part of the booking then GST will not grant any part of the refund.

**Holiday Tours**

- Time of Booking to 8 weeks before departure, the cancellation will be deposit payment held.
- 8 weeks to 6 weeks prior will be 50% of the total cost of the booking.
- 6 weeks to the end of the tour, will be 100% of the total booking cost.

**GST/Hotel/Attraction**

- Any day tour/trip, Theatre Tour – will be refunded or offered credit to another tour. Any tickets that have been paid as part of the tour, may delay refund, due to receiving a refund from a ticket merchant or attraction.
- Holiday cancelled due to lack of numbers, then a full refund or exchanged on to another tour, a notice of this will be given 8 weeks before the departure date
- If part of your tour cancels, such as an attraction then GST/Attraction will refund ticket/entrance cost to the customer.

**Government/National restrictions**

In the event of example, Covid-19 cancels or stops the tour/holiday going ahead or as planned, then GST will refund or move the tour to the best possible date.

**Travel****Seat Allocation**

- All passengers must have an allocated seat on the coach, no 'baby in arms' etc will be allowed.
- All passengers will be allocated a seat on the coach during all journeys. GST may change layout/seat allocation if a different type of coach is used and doesn't match the standard layout.
- Driver or GST rep may change your seat allocation on the day if the new/change of seat is available or un-used.
- Courier seat on all coaches are not for GST Customers and is used by drivers/crew.

**Missed Departure**

- We ask all passengers to be at the departure point in good time, the coach may not be able to wait at the departure point passed the given time.
- Missed departure will result in person/s not being able to take part or continue in the tour, with no refund or exchange given.
- In the event - missed passengers can meet the tour at a further stop, the GST can authorise passenger/s to re-join the tour, but this travel by customer/s is at their own expense.

**Behaviour**

- Any person/s behaviour that is deemed as unsafe to others, may not be permitted to travel or take part in the tour.
- Smoking/vape or Alcohol will not be allowed on board any of the coaches.

**Belongings**

- GST or Coach Provider do not take any responsibility for any loss or damage to personal belongings.

**Insurance**

- GST recommends that holiday insurance is taken out by the customer, in the case of European Travel, no medical treatment is covered by NHS, so will require insurance, any upfront charges are the responsibility of the customer and not GST.

**Room Allocation at Hotel (Holiday Tour)**

- The driver/hotel staff will check you in and give you allocated room/s, also any information you may need during your stay.

**Attraction /Theatre Tickets**

- GST or the driver will hand out tickets at the attraction/theatre or at the last departure point. Once these tickets have been issued to you the ticket then becomes your responsibility and cannot be replaced.