



Terms and Conditions - Day Trips

Child Fare: Children's fares apply to 3-15 years unless stated otherwise. Infants under 3 years can travel free of charge without a seat and only one infant per adult may travel. If you require a seat for an infant, you will pay the child price.

Cancellation By You: Day Trips: If you cancel your day trip the following charges will be levied: More than 7 days prior to departure: 20% admin charge 0-7 days prior to departure: 100% admin charge.

The above administration charge will apply plus any entrance/theatre tickets/ferry/meals etc. cost incurred by the company.

Holidays: All monies to be paid 6 weeks prior to departure. Minimum deposit on holidays is £35.00. If you cancel your holiday the following charges will be levied and written notice must be given:

- More than 42 days prior to departure: **deposit only**
- 28-42 days prior to departure: **40% admin charge**
- 8-27 days prior to departure: **60% admin charge**
- 0-7 days prior to departure: **100% admin charge**

Tripable Ltd reserves the right to amend, suspend, cancel or withdraw any excursions in its current programme without prior notification and will not be liable for any loss. In the event of cancellation, we are only liable for monies paid to Tripable Ltd and there will be no further compensation payable. The company reserves the right to refuse any fare. Compensation will not be payable for any aspect of your trip affected by matters which we have no control of. Such as weather/traffic conditions, industrial disputes, civil disturbances, mechanical problems including facilities availability etc.

Tripable Ltd has the right to refuse a transfer from one trip to another.

We cannot accept responsibility for failure to arrive or any delays at venues which are a result of circumstances beyond our control. If any cancellations happen on the day of departure, our only liability is to refund the ticket value.

Seat Allocation: We cannot guarantee seat allocation requests. We normally work on a first come first served basis although this is subject to change upon special circumstances.

Departures: Tripable Ltd informs all intending passengers travelling on excursions to be at the boarding point no later than 10 minutes prior to scheduled departing time. No responsibility can be accepted for late arrivals at both boarding point and return point. Due to drivers legal hours, the drop offs on some routes may be in a different order.

Please note our coaches may be travelling to more than one destination on the same day. i.e. Weston, Burnham and Brean.

It is your responsibility to check that ticket details are correct, i.e. your chosen pick up point, destination or special requests.

Lost Property: The company accept no liability for items left on our vehicles. A charge may be made to cover any costs incurred in handling of any property left on coaches, or on any coaches subcontracted by the company. Items left on coaches will be held for 1 month then disposed of.

Liability For Injury: The company will not accept liability for damage, injury or loss for any passengers standing/walking around the vehicle whilst in motion. Fitted seat belts must be used.

Insurance: Due to current laws we are unable to offer insurance however we do recommend insurance of your personal choice.

Luggage/Personal Belongings: One suitcase is allowed per paying passenger and this must be of average size and weight. If drivers / representatives handle luggage as a courtesy to the customer, this is under the condition that we accept no liability for any damage or loss. We reserve the right to refuse excess luggage. Electric scooters, wheelchairs (batteries must be dry cell) and pushchairs may be carried on excursions however must be foldable. Due to the weight the driver cannot be responsible for loading and unloading. Due to limited storage space, the office must be notified at the time of booking for all electric scooters, wheelchair and pushchairs.

Attractions: The company cannot guarantee that attractions or facilities shown in pictures to advertise the destination will be available on the day.

Subcontracted Coaches: You are advised that travel may be taken in coaches other than those owned or operated by Tripable Ltd.

No Animals: No animals are allowed on our coaches with the exception of guide or assistance dogs. Please advise when booking.

Postcodes: Postcodes are given for guideline purposes only.

Complaints: In the event of a complaint passengers should seek a solution at the time by requesting assistance from the driver. If no remedy at the time was provided, complaints should be submitted in writing within 7 days of your trip. No correspondence will be entered into unless we are notified within the time specified.

Tripable Ltd reserves the unconditional right to refuse a booking or terminate a passenger's trip in the event of unreasonable conduct which in the opinion of Tripable Ltd is likely to cause damage, distress, danger or annoyance to any other clients, employees, property or any third party. If you are prevented from travelling or continuing your trip by such a termination Tripable Ltd responsibility for your trip thereupon ceases. Full cancellation charges will apply and Tripable Ltd will be under no obligation for any refund, compensation or loss which you may incur. You are responsible for ensuring that you are at the correct departure point at the correct time and we cannot be held liable for any loss or expense suffered by passengers because of their late arrival at any departure point.

Continental trips: Prior to your departure, we recommend that you check the entry and travel requirements for your destination country/countries by contacting the proper embassies or consulates. You must have all required documents with you during travel: I.e. Passport, Visa, identity card etc.