

TERMS AND CONDITIONS FOR DAY EXCURSIONS

Please read these conditions of carriage carefully and if they do not meet your requirements a full refund will be granted within 7 days of the date of your booking (48 hours in the case of bookings made within 28 days of departure). The conditions of carriage set out clearly and simply the responsibilities which we have to you and which you in turn have to us.

Booking your excursion

You may book an excursion by visiting our travel office or by telephone. For day excursions full payment is required at the time of booking, but seats can be held on option for 7 days or 48 hours within 14 days of departure pending receipt of payment. For certain day excursions payment or a deposit may be required to hold the tickets. Payment can be made either by cash, cheque or credit/debit card. Your booking will be confirmed by the issue of a travel ticket showing your joining point and time and you seat number.

If you change your booking

Changes of pick-up point or any additional special requests cannot be guaranteed within 14 days of departure. If your booking includes a ticket for an event, show or concert, it may not be possible to change this in which case a cancellation charge as detailed below would be payable.

If you cancel your excursion

You, or any members of your party, may cancel your excursion at any time provided that the cancellation is made by the person in whose name the booking was made. Any cancellation by you will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below, which shows the Period before departure within which cancellation is received and the relevant amount of cancellation charge as a % of the excursion price.

More than 14 days - 50%

14 days or less - 100%

For excursions where the Event/Show/Concert Tickets have been purchased the following cancellation charges will apply.

More than 14 days - value of ticket and 50% of the remain excursion cost

14 days or less - 100%

If we cancel or amend your booking

The arrangements for our excursions are made many months in advance. Sometimes minor amendments (such as departure times or pick-up points) are unavoidable and we reserve the right to amend details when required. We will do our best to keep you informed. For major amendments, such as cancellation due to insufficient bookings, passengers will be offered the choice of an alternative tour if available, or a refund in full of all monies paid. Either way the company shall be exempt from any further liability.

Missed departure

Your travel ticket clearly shows the departure point and time. Please check this carefully. You are responsible for ensuring that you are at the correct departure point at the correct time, and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point.

All drivers have a list of passengers joining at each point shown on the clients' tickets, and in the event of clients not being at the arranged point will make every endeavour to trace them. The coach will wait a reasonable time, but if a client is delayed or not able to join the coach early notification will avoid unnecessary delay and inconvenience to other passengers.

Delays/missed show/events etc.

We arrange departure times to give reasonable allowance for delays which maybe incurred en route to venues. In the event of delays beyond our reasonable control (e.g. accidents/roadwork's etc), liability is restricted to returning you to your point of departure.

Coach breakdown

In the event of coach breakdown, we will normally be able to provide alternative transport arrangements in sufficient time to avoid a major impact on the day. If the show/event is missed, or the day severely curtailed as a result of a coach breakdown, then the company will accept liability and passengers will be offered the choice of an alternative tour if available, or a refund in full of all monies paid. Either way the company shall be exempt from any further liability.

Right of admission

The right of admission to any event is reserved to the promoter. The company will not accept any liability or offer any refund or compensation in the event you are refused entry to a venue by nature of your behaviour or demeanour (e.g. being under the age limit). You must be prepared to be subject to a security search of you person and belongings.

Cancelled event/show

In the event of a show/event being cancelled twelve hours or more before commencement of the performance, we will make every endeavour to contact clients to inform them of the cancellation. The Company will endeavour to obtain a transfer to the rescheduled date or refund in full.

Coach seating

Coach seats are normally allocated at the time of booking and subject to availability at that time. However, seat locations cannot be guaranteed because occasionally it may prove necessary to reallocate seating due to circumstances beyond our control.

Journey times, pick up and return schedules

Although you will be provided with anticipated details at the time of booking, these cannot be guaranteed and may change due to circumstances beyond our control. Please note we have a number of pick up points, we aim to operate the pick ups in the most efficient way.

Passenger behaviour

We reserve the unconditional right to refuse a booking or terminate a clients booking in the event of unreasonable conduct which in our opinion is likely to cause damage, distress, danger or annoyance to other clients, employees, property or to any third party. If you are prevented from travelling or continuing your excursion by such termination our responsibility for your excursion thereupon ceases. Full cancellations charges will apply and we will be under no obligation for any refund, compensation or loss which you may incur.

Passengers with disabilities

Should you or a member of your party have any medical condition or disability that may affect your excursion, or theatre booking, please advise us prior to confirming the booking so that we can advise as to the suitability of the excursion or theatre arrangements. If a passenger requires assistance then they must travel with an able bodied carer or friend. We will make every effort to accommodate the passenger. Please advise us in advance if you intend to use a wheelchair as spaces are limited. If you do bring a scooter or wheelchair, the driver may assist in putting the scooter/wheelchair but it is not their responsibility.

Complaints

If you have a complaint during your excursion, please inform, in the first instance the driver/courier who will do his/her best to help you there and then. If the matter is not resolved on the day you must notify us in writing within 14 days of the completion of your excursion and this must be sent to the address below. Failure to establish your complaint immediately in accordance with the above procedure may affect the outcome of it.

Travel insurance

In view of the relatively high cost of some of our inclusive day excursion we recommend that our clients are covered by personal travel insurance.

Address for communication

Roy McCarthy Coaches, The Coach Depot, Snape Road, Macclesfield, Cheshire, SK10 2NZ

Suppliers

Whilst every effort is made by Roy McCarthy Coaches that third party suppliers are providing the advertised service, we reserve the right to alter the journey, mode and timings, which may also include the route taken, as required without prior notice and without refund, due to circumstances beyond our control.