

# *Jubilee Coaches (Rollesby) Ltd*

Jubilee Farm, Fleggburgh Road, Rollesby, Norfolk, NR29 5HH  
Tel: 07767 600517 Email: jubileecoachesrollesby@gmail.com

## **Excursions – Terms and Conditions**

*The Company's Standard Terms & Conditions of Carriage apply.*

### **1. Seats**

Seats are available on a first come, first served basis on boarding the coach. We cannot guarantee that large parties boarding at later stops will be seated together. We recommend booking an earlier boarding point to avoid disappointment.

### **2. Cancellations**

Cancellations for all excursions are non-refundable. Tickets are not transferable from one excursion to another. You may transfer your ticket to an alternative passenger but must notify us in advance. In the event that we are able to re-sell your ticket to a customer on a waiting list, an administration charge of £10 per ticket will be applied. Waiting lists will only operate once an excursion is full. We reserve the right to cancel or amend any trip at short notice. In the event of cancellation by us a full refund will be given by the company.

### **3. Operational Changes**

Advertised itineraries may be varied owing to traffic conditions, venue opening times, drivers working time etc by the company or on the day by the driver. We will endeavour to advise you of the reason in advance.

### **4. What time will we get there and back?**

We are able to give estimated times for the day, although due to unforeseen reasons like traffic holdups we are not able to give definite times. The intention is for passengers to enjoy a pleasurable day out, so if you are meeting friends at the destination please remember we cannot give any specific time for arriving. Please call the office for more details on your selected day trip. Your driver for the tour will be pleased to give more information on the day. Please bear in mind that return drop offs will not necessarily be in any particular order.

### **5. Where is my nearest pickup point and what time will I be picked up?**

On our website you will find a list of all the pickup points for our day tours. Please bear in mind that not all pick up points are available on every tour, please contact the office to check for individual tours. The departure times vary for each day tour but the office will be only too pleased to give you the departure times. Three weeks before departure you will be contacted to confirm your pick up point and time. Where there is sufficient demand and route timings allow, additional pick ups may be included. We advise you to be at the pickup point 10 minutes before departure. Please note that the coach will be unable to wait for late passengers. We reserve the right to operate feeder coaches where necessary.

### **6. Booking & Payment**

Full payment for any trip must be made within three weeks of an invoice being issued. Late payment may result in your booking being cancelled. Payment can be made by cheque or BACS

(online banking). We do not accept payment on the day unless otherwise stated. If you wish to pay by cash please call 01493 749918 to arrange this. Card payments can be accepted via the Company's website, or by telephone where our office staff will make the booking through the website for you.

#### **7. Prices**

The price quoted is inclusive of VAT, and includes admission (where applicable). No concessions are offered.

#### **8. Conveyance of Animals, Mobility Scooters and Luggage**

No animals (other than assistance, hearing and guide dogs notified to Jubilee Coaches in advance) may be carried on any vehicle without prior agreement from the company. Due to operational and Health and Safety reasons the conveyance of collapsible wheelchairs and mobility scooters are subject to Section 11 of these terms and conditions. The carriage of luggage is entirely at owner's risk. Jubilee Coaches (Rollsby) Ltd will not be responsible for any damage to, or loss of, personal property carried within the luggage or passenger area.

#### **9. Conduct of passengers**

Smoking and the consumption of alcohol on board our vehicles is strictly forbidden. Alcohol illness within the vehicle will result in a minimum charge of £100, payable to the driver on the day. Any member of our team reserves the right to refuse travel to any passenger whom they do not see fit, or may cause upset or offence to other passengers. This clause is without prejudice. Our drivers will endeavour to ensure the comfort of passengers and make suitable stops. Passengers are reminded to listen carefully to the driver on the day regarding departure times as it will not be possible to delay the coach due to late comers. This is owing to constraints on the drivers working and driving time.

#### **10. Lost Property**

Any items found on our vehicles are recorded and kept for one month before disposal. Please contact the office and we will advise if the items concerned have been found and how you can collect.

#### **11. Mobility Scooters and Wheelchairs**

Only standard folding type wheelchairs & portable/travel type mobility scooters will be carried. Space for these must be booked in advance and will be allocated on a first come first served basis. All wheelchairs and mobility scooters will be loaded into the luggage compartment. The company accepts no liability for damage caused during loading or transit. Passengers should note that no coaches have disability or wheelchair access, and passengers must be able to board using the coach steps.

#### **12. Complaints**

Should you have any problem or complaint, it is essential that you notify the driver immediately. If you then remain of the opinion it has not been dealt with satisfactorily, you should notify our office within 7 days of the date of your excursion.