

## **ELITE TICKETS DAY TRIP BOOKING TERMS & CONDITIONS**

- 1.** You may book a day trip/excursion or event by telephone or via our website. All seats must be pre-booked and are sold on a first come, first served basis. . We allocate seat numbers on our excursions, which will be honoured whenever possible. However, we reserve the right to change seat numbers should circumstances be necessary. Any changes you may need to make to your departure point, must be done 14 days prior to departure.
- 2.** Monies must be paid in full at the time of booking, Payment is by Debit or Credit card and no charges are made for card payments.
- 3.** We will make every effort to carry out the programme and itineraries as advertised, but cannot be held responsible for any changes/delays/cancellations made by a venue/trains/boats or other related restrictions. Where we have booked using a third party we are subject to their terms and conditions, full details which can be requested. .
- 4.** Fares shown do not include meals, entrance fees etc. unless otherwise stated.
- 5.** Smoking/vaping/alcohol and hot food are not permitted on the coaches at any time. Please restrict the use of mobile phones to calls of an urgent nature for the consideration of other passengers.
- 6.** Return times and refreshment stop times will be advised by the driver, and passengers are requested to adhere to these times in order to comply with regulations governing drivers' hours.
- 7.** Breakdowns and delays. The company gives its advice on journey times, but does not guarantee the completion of any journey at a specific time and will not be liable for loss or inconvenience caused by breakdown, delay or any other cause. The company will accept no responsibility for passengers arriving late at departure points after the time stated on the confirmation details. Please arrive 5 minutes before your pick up time or departure time.
- 8.** The company will not accept liability for any damage to or loss of property belonging to any passenger left in a vehicle. All articles of lost property recovered from a vehicle will be held at the office for a period of two months.

**9.** You may cancel your booking at any time prior to departure subject to the following conditions: No refunds are made for bookings that are cancelled where admission tickets are included. Bookings without admission fees included, which are cancelled more than 28 working days prior to departure are eligible for a refund/credit of 50%. No refund will be given for cancellations made less than 28 working days before departure date. In certain circumstances a credit note may be offered at the discretion of a director but not where tickets have already been purchased and paid for by the Company. We will always do our best to re-sell any tickets or places on excursions, to then enable us to refund the customer.

Should circumstances arise where, we are forced to cancel any excursions prior to departure, all monies paid by passengers for that particular excursion will be refunded in full. Elite Tickets Ltd accepts no liability for any loss incurred if the day trip does not go ahead due to inclement weather or unforeseen circumstances beyond its control, or if the trip departs but fails to arrive at the destination.

**10.** Only registered disability assistance dogs are allowed to travel on any vehicle. These must be notified to the Company in advance. Other dogs or pets are not allowed.

**11.** Elite Tickets reserve the unconditional right to refuse a booking or terminate a client's 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/day trip by such a termination, our responsibility for your excursion thereupon ceases. Full cancellation charges will apply and we will be under no obligation for any refund, compensation or loss which you may incur.

**12.** Missed Departure - Your confirmation clearly shows the departure point and time. 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.

**13.** For days trips outside the UK we will endeavour to always give a minimum of 4 hours at the venue/destination. Due to new passport control procedures, if these take longer than normal we may have to reduce the time at the venue/destination.

**Email: [enquiries@eliteticketsltd.co.uk](mailto:enquiries@eliteticketsltd.co.uk)**

**[www.eliteticketsltd.co.uk](http://www.eliteticketsltd.co.uk)**

**Tel: 01245 477326**