

ROWE COACHES LTD DAY TRIP TERMS & CONDITIONS

Bookings & Payment

Passengers wishing to travel on one of our day trips are advised to book their trip as much in advance as possible. All bookings are not confirmed until receipt of booking form and full payment via Card or Cheque. All cheques should be made payable to Rowe Coaches Ltd and sent to Rowe Coaches Ltd, 18 St Declan Close, Nuneaton, CV10 8LP. Post-dated cheques will not be accepted. Once payment has cleared a confirmation email will be sent and this will include any relevant travel information. Your ticket will be sent a week prior to trip. Fares shown do not include entrance tickets to attractions/event, meals etc unless otherwise stated.

Alterations to booking

If you wish to swap your booking on to a different daytrip you must notify us as soon as possible and no less than 14 days prior to travel. Trips that require tickets to attractions etc may be payable to the venue further in advance, if amendment to a booking is requested after the tickets have been purchased from the venue then the cost of the ticket will be deducted from the balance available to transfer onto another day trip.

Any alteration made with less than 14 days' notice will be treated as a cancellation. If you cancel a day trip with less than 14 days' notice the refund will consist of a percentage of the cost of trip once any attraction tickets have been deducted from balance.

14-8 days prior to trip 50%
7-0 days prior to trip 0%

Luggage and Personal Belongings

Rowe Coaches Ltd does not accept any responsibility for loss or damage to any item brought onto the coach or stored underneath the coach. If you leave any item on a vehicle please make contact with us as soon as possible to notify us. We will take your details and if the item is found contact you to arrange collection.

Check your Tickets

Please check ticket details carefully. No responsibility can be accepted for any errors relating to ticket details after tickets have been released. Please notify us as soon as possible after receiving tickets if you notice any errors so that they can be rectified.

Travel delays and disruption

No compensation will be payable for any part of your trip affected by matters in which we have no control such as weather, traffic conditions, industrial disputes, civil disturbances, coach mechanical problems and lack of coach facilities etc. If a trip is cancelled by us a full refund will be given.

Departure

Rowe Coaches Ltd advises all passengers to be at their designated pick up point no later than 10 minutes prior to the time stated on your ticket. Coaches will leave promptly and will not wait for late passengers. No refund will be given for passengers who miss the coach due to arriving late or not waiting at their designated pick up point. Passengers can only be picked up and dropped off at their designated place stated on their ticket. Please listen to driver announcements on the day as this will include pick up time and location for return journey.

Changes to advertised day trips

Rowe Coaches Ltd reserves the right to amend, cancel, suspend or withdraw a daytrip at any time. We will aim to notify you with as much notice as possible and we are only liable for monies paid. There will be no further compensation payable.

Trips requiring tickets for attractions etc require minimum numbers to be met by a date set by the venue, if minimum numbers have not been met by the date that we are due to pay the venue for tickets the trip will be cancelled and full refund given.

No refunds or compensation will be given by Rowe Coaches Ltd if part of an attraction is closed by a venue (ie certain rides not open at a theme park).

Child fares

Infants aged 2 and under are able to travel free of charge on a parents/guardians lap and will not be allocated a seat (one infant per adult). If you want a seat for an infant aged 2 and under then you are able to pay the children's fare for the infant to be allocated a seat. Please note coach seats are not suitable for car seats due to the width of seat and they have lap belts therefore seats are unable to be secured properly. Use of a child seat is entirely at your own risk and no liability will be accepted by Rowe Coaches Ltd for their use. Children's fares are for children ages 3 – 16 years old on date of travel unless otherwise stated. These prices are for seat only trips. Where a trip requires a ticket to be purchased additional charges may apply, see individual trip details for further information on pricing. All children aged 16 and under are required to travel with a responsible adult with no more than 3 children per adult.

Coaches

Our 49 seat executive coaches with toilet are used for our daytrips. In occasional circumstances beyond our control it may be necessary to change the vehicle used to one without a toilet or one operated by another company. We reserve the right to do this without notice and no compensation will be given.

Allocation of Seats

Seats will be allocated closer to time of trip and will be written on your tickets which will be sent out one week before travel. We will aim to sit groups together where possible. If you have any special requirements please notify us at time of booking and we will try to honour these where possible however this is not guaranteed and requests will be prioritised according to need. No compensation will be given due to location of seats.

Rules of travel

Passengers are not permitted to bring on to the vehicle or have in their possession intoxicating liquor for the purposes of consumption during travel. Passengers will be refused travel or told to leave the vehicle if they appear to be drunk.

Passengers are not permitted to bring on to the vehicle or have in their possession any drugs or medical products other than those within the meaning of the Medicines Act 1968. Passengers are not permitted to remain on the vehicle if they have been directed to leave by the driver or any other company official on the grounds that he/she is causing a nuisance or smoking.

Passengers must not bring a pet or any other animal on our vehicles with the exception of guide dogs and hearing dogs by prior arrangement.

Special Requests

We cannot accept any booking which is made upon the condition that special requests are satisfied and such requests do not form any contract between us.

Additional Points

Rowe Coaches Ltd reserves the right to refuse a booking or terminate a passenger's trip in the event of unreasonable conduct which in the opinion of Rowe Coaches Ltd is likely to cause damage, danger, annoyance or distress to the vehicle, any person on the vehicle and property on the vehicle. In these circumstances Rowe Coaches Ltd will not be responsible for any loss incurred and no refund or compensation will be given. You are responsible for ensuring that you are at the right pick up point at the correct time and we will not be held responsible for any refunds or other costs associated with passengers being late or at the incorrect pick up point.

Theatre trips and other timed events

We will not be held responsible for any delay in arrival or failure to arrive at a venue or theatre which is a result of circumstances beyond our control (i.e. road closures, traffic accidents etc). No responsibility will be taken for any changes made by theatre or other venue which requires tickets and no refunds will be given. No guarantees will be given on seat location on those trips where seat tickets are sold (i.e. theatres and concerts).

Injury Liability

Where seat belts are fitted they must be used. No liability will be accepted for injury, damage or loss for any passengers standing up or walking around the vehicle whilst it is in motion.

Complaints

In the event which you feel the need to complain please endeavour to seek a solution at the time by requesting assistance from the driver or the company. If this has not resolved the issue 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.

Smoking

No smoking or vaping is allowed on any of our vehicles at any time. Passengers found smoking or vaping on our vehicles will have their travel terminated.

**Rowe Coaches Emergency Number:
07967 134 628 (to be used from 5pm the day before travel)**

**All other times please ring:
07900 017 509 within office hours (outside of office hours please leave a message and someone will get back to you).**

**Alternatively please email
dave@rowecoaches.co.uk**