

RoadTrippers

TERMS & CONDITIONS – DAY TRIPS 2024/2025

All bookings are made subject to the following terms and conditions and those of the coach company used.

Bookings

1. Bookings are made on a first come, first served basis and can be made online, by phone or by post. All bookings will be acknowledged by email or post.
2. Bookings must be paid in full before a place can be confirmed.
3. Pick up points must be stated at the time of booking.

Cancellations

1. RoadTrippers reserves the right to cancel any trip due to insufficient bookings or exceptional circumstances such as extreme weather and mechanical issues. In the unlikely event of a cancellation, you have the option of a full refund or transfer of funds to another trip. Once refunds or transfers have been made, RoadTrippers will be exempt from any further liability.
2. Cancellations made by you more than 14 days in advance of a trip departure will be refunded. Cancellations after that time will only be refunded if we can re-sell the place.

Company Liability

1. RoadTrippers does not accept any responsibility for loss, damage, delay or inconvenience caused to passengers when travelling on a day trip.
2. We will not be responsible for the loss or damage of personal property whilst travelling with us. We will endeavour to retrieve any personal property left on the coach and arrangements will be made with you for collection.

Arrival & Departure

1. RoadTrippers advise you to be at your pick up points at least 5 minutes before pick up. We will not be responsible if you fail to board at an allotted time or when instructed by a driver. Coaches will have limited time to wait for latecomers and we will not be responsible for any additional travel or other costs incurred should the coach depart without you.
2. If you are unable to travel for any reason or wish to change your pick up point, you must notify us prior to the departure date to avoid unnecessary delays.
3. RoadTrippers will strive to arrive at pick up points at the stated times but occasional variations may occur. We will not be held responsible for any late arrival or failure to arrive of the coach due to traffic, adverse weather, breakdowns or similar conditions, and no compensation will be offered. Similarly, RoadTrippers accepts no liability for late return of the coach.

ROADTRIPPERS

42 MOLE ROAD, FETCHAM, SURREY KT22 9RN
OFFICE TEL: 01372 360213, MOBILE: 07780 914510
E-MAIL: info@road-trippers.co.uk
www.road-trippers.co.uk

On the Coach

1. Smoking and alcohol is not permitted on the coach.
2. All passengers must wear seat belts and refrain from abusive, violent or disruptive behaviour to other passengers, representatives of RoadTrippers or drivers.
3. Participating in one of our trips is at your own risk. By purchasing a ticket, you release RoadTrippers and any personnel associated with the company from any responsibility for death, injury, loss or damage while on the trip. Personal Insurance is NOT included on tours. Guests must make their own arrangements prior to travel.

Venues & Schedules

1. RoadTrippers does not accept responsibility for changes to facilities at venues.
2. No tickets purchased, including group admissions to properties such as the National Trust, can be refunded.
3. Failure to bring membership cards such as the National Trust or English Heritage will result in you having to pay full admission on the day.
4. RoadTrippers reserves the right to change trip schedules on the day due to exceptional circumstances such as traffic congestion and extreme weather.

Force Majeure

1. Unfortunately we cannot accept any liability or pay any compensation where the running of a day trip is prevented or affected by Force Majeure (any unavoidable events including but not limited to war, terrorism, strikes and industrial disputes, riots, severe technical issues, natural disasters, adverse weather conditions including flooding, national and global pandemics, and other similar events that are outside of our control).

General Data Protection Regulations (GDPR)

1. In making a booking, we take relevant information including name, address, telephone numbers, e-mail and next-of-kin. We retain this information in secure files and electronic storage facilities.
2. We may use this information to contact you and we may pass parts of this information on to relevant suppliers such as venues, pubs or restaurants. When booking, you consent to this information being passed on to relevant persons or suppliers.

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RoadTrippers

TERMS & CONDITIONS – HOLIDAYS 2025

All bookings are made subject to the following terms and conditions and those of the coach company used.

Bookings

1. Bookings are made on a first come, first served basis and can be made online, by phone or by post. All bookings will be acknowledged by email or post within 14 days.
2. At the time of booking, a non-refundable deposit of £75pp (single occupancy) or £50pp (twin sharing) is required to secure your place on our 3 day holidays and a non-refundable deposit of £150pp (single occupancy) or £100pp (twin sharing) is required to secure your place on our 5 day holidays. The balance will be due 12 weeks prior to the departure of the trip. Should the balance not be paid by this time, we reserve the right to cancel your holiday and retain the deposit. If a booking is made within 12 weeks of the trip departure, full payment is required.
3. Taxi pick up times will be communicated by RoadTrippers within two weeks of the trip.
4. If you decide to change to a different holiday, we will endeavour to transfer your deposit to another trip, providing places are available and you notify us in writing at least 12 weeks prior to departure of the original trip. Changes within 12 weeks cannot be made and cancellation charges will apply (see below).
5. You can transfer your booking to another person at any time.

Special Requests & Assistance

1. Please advise us of any special requests at the time of booking, especially in relation to mobility or disability issues. These requests cannot be guaranteed but we will make every effort to meet them.
2. If you require special assistance during the holiday, we require an able-bodied passenger to travel with you.

Cancellations

1. RoadTrippers reserves the right to cancel any trip due to insufficient bookings or exceptional circumstances such as extreme weather and mechanical issues. In the unlikely event of a cancellation by us, we will provide a full refund. Once refunds have been made, RoadTrippers will be exempt from any further liability.
2. Cancellations by you must be made in writing. The cancellation will take effect on the date the letter or e-mail is received. Cancellation charges are as follows:

Up to 12 weeks before trip – deposit only
Between 12 and 6 weeks before trip – 50%
Between 6 and 2 weeks before trip – 75%
Within 14 days of trip – 100%

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Our Responsibilities

1. We will supply you with all necessary information including pick up times, trip schedule, accommodation details and excursions where relevant in a timely manner to help you plan your holiday. We take every effort in ensuring this information is detailed and accurate at the time of going to press and will endeavour to notify you quickly of any changes or alterations.
2. We accept responsibility for the conduct of RoadTrippers staff and hold suitable public liability insurance.
3. We do not accept responsibility for the conduct of third party personnel including coach drivers and hotel staff so you should make any complaints directly to them.

Company Liability

1. RoadTrippers does not accept any responsibility for loss, damage, delay or inconvenience caused to passengers when travelling on a package holiday.
2. We will not be responsible for the loss or damage of personal property whilst travelling with us. We will endeavour to retrieve any personal property left on the coach and arrangements will be made with you for collection.

Pick Ups & Drop Offs

1. RoadTrippers advise you to be ready for your home pick up at least 5 minutes before pick up. We will not be responsible if you fail to be ready at an agreed time. Due to the tight schedules of the trips, taxis will have limited time to wait and we will not be responsible for any additional travel or other costs incurred should the taxi and subsequently the coach depart without you.
2. Taxis will strive to arrive at pick up points at the stated times but occasional variations may occur due to traffic, adverse weather, breakdowns or similar conditions. RoadTrippers will not be held responsible for any late arrival of taxis in these instances and no compensation will be offered but we will delay departure of the coach pending your arrival.
3. RoadTrippers accepts no liability for late return of the coach at the end of the holiday due to traffic, adverse weather, breakdowns or similar conditions.

Coaches

1. All coaches are fully air conditioned and meet our high standards of hygiene, comfort and cleanliness. We reserve the right to substitute coaches on safety and operational grounds at any time.
2. Coaches may offer different seating configurations to those you are used to. We reserve the right to adjust your seating as required and when necessary. We will try to satisfy any seating requests you may have but these cannot be guaranteed.
3. Smoking and alcohol is not permitted on the coach. Only light snacks can be consumed.
4. All passengers must wear seat belts and refrain from abusive, violent or disruptive behaviour to other passengers, representatives of RoadTrippers or drivers.
5. Participating on one of our package holidays is at your own risk. By booking a holiday, you release RoadTrippers and any personnel associated with the company from any responsibility for death, injury, loss or damage while on the trip. Personal Travel Insurance is NOT included on package holidays. Guests must make their own arrangements prior to travel.
6. Luggage is restricted to one suitcase per person weighing up to 20 kilos plus one item of hand luggage per person.
7. Driver gratuities are at your discretion and not included in the tour price.
8. We can carry fold away walking aids, wheelchairs and lightweight 3-wheel scooters. Please let us know at the time of booking if you are bringing a walking aid, wheelchair or scooter as this may affect the occupancy of a taxi.

Venues & Schedules

1. RoadTrippers does not accept responsibility for changes to facilities at hotels or venues or unscheduled maintenance. Should a hotel or venue make us aware of a change or event, we will always communicate this to you if it significantly affects your holiday.
2. Hotel star ratings are out of our control and we accept no liability for changes.
3. No tickets purchased, including group admissions to properties such as the National Trust, can be refunded.
4. Failure to bring membership cards such as the National Trust or English Heritage will result in you having to pay full admission on the day.
5. RoadTrippers reserves the right to change trip schedules on the day due to exceptional circumstances such as traffic congestion and extreme weather.

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Financial Protection for Travel

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for RoadTrippers (membership number 5590) and in the event of their insolvency, protection is provided for:

- Non-flight packages

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with RoadTrippers.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here:
<https://www.legislation.gov.uk/uksi/2018/634/contents/made>

You can find out more about ABTOT here: <https://www.abtot.com/>



Dealing with Complaints

If, despite our best efforts and having followed the above procedure for reporting and resolving your complaint, you feel that it has not been satisfactorily settled, we recommend that it is referred for arbitration under the ABTOT Travel Industry Arbitration Service. An Independent Arbitrator will review the documents relating to any complaint and deliver a binding decision to bring the matter to a close. A fee is payable by each party when an application for arbitration is submitted.

Details of this scheme are available from The Travel Industry Arbitration Service, administered by:

Dispute Settlement Services
9 Savill Road, Lindfield, West Sussex RH16 2NY
E-mail: admin@disputesettlementservices.co.uk

This scheme cannot however decide in cases where the sums claimed exceed £5,000 per person or £10,000 per booking form, or not solely or mainly in respect of physical injury or illness or the consequences of such injury or illness, or solely or mainly in respect of a discrimination claim or any claim under the Equality Act.

General Data Protection Regulations (GDPR)

1. In making a booking, we take relevant information including name, address, telephone numbers, e-mail and next-of-kin. We retain this information in secure files and electronic storage facilities.
2. We may use this information to contact you and we may pass this information on to relevant suppliers such as hotels and taxi companies. When booking, you consent to this information being passed on to relevant persons or suppliers.

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