

Wise Coaches

booking conditions

Booking Conditions - Holidays

1. Wise Coaches reserves the unconditional right to refuse any booking for holidays or excursions.
2. To make a booking, you must pay the deposit applicable, or the full amount if your holiday is departing within eight weeks. Confirmation will be sent in writing. Coach seats are allocated on a first-come-first-served basis and stay with you for the duration of the tour. Seat numbers are subject to change if, for example, we need to use a different size of vehicle. To qualify for our Early Booking Discount, you must book direct with us and pay the deposit for your holiday by the date specified on the back of the booking form - these discounts are only applicable to twin or double rooms, subject to availability. When seats are booked by telephone, then we must receive your payment within 7 days.
3. Balance of holiday costs must be paid no later than eight weeks prior to departure.
4. Wise Coaches reserves the right to cancel any tour due to circumstances beyond our control or insufficient bookings. If this should occur, we will return to you all the money you have paid to us, or offer you a suitable alternative.
5. If you wish to cancel your holiday, Wise Coaches requires notification in writing. The period before departure within which written cancellation is received, along with the amount of cancellation charge shown as % of holiday price is shown below.

Cancellation Charges

More than 42 days - Loss of deposit	29 - 42 days - 30% of holiday price
15 - 28 days - 45% of holiday price	8 - 14 days - 60% of holiday price
1 - 7 days - 100% of holiday price	Day of Departure - 100% of holiday price

You may be able to reclaim these charges if the reason for cancellation is covered under the terms of the holiday insurance policy.

6. Wise Coaches reserves the right to increase or decrease the cost of the holiday due to changes in hotel costs, taxes, fuel surcharges or other costs where applicable. If this should occur, you have the right to cancel your holiday and either receive a full refund, or choose an alternative holiday, subject to availability.
7. Wise Coaches provide hotel brochure, luggage labels and an insurance policy. Please read the Travel Insurance Important Notice below. Admission charges are not included unless otherwise stated.
8. If you have a complaint during your holiday, please inform the relevant supplier (eg Hotel) and driver/courier immediately who will endeavour to put things right. If your complaint cannot be resolved locally, a written report must be handed to your driver/courier whilst in resort. Please follow this up within 14 days of your return home by writing to us, giving your booking reference number and all other relevant information. It is therefore a condition of booking that you communicate any problem to the supplier of the services in question and to your driver/ courier.
If you fail to follow this simple procedure we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem.
9. A non-smoking policy is adopted on all our coaches.
10. Special requirements (special diet etc,) should be notified at the time of booking, and Wise Coaches will endeavour to accommodate these requests, but cannot guarantee them.
11. The stated holiday itineraries are subject to slight variation. Hotel facilities stated are correct at time of going to press, but are subject to change. This brochure is issued subject to applicable Acts of Parliament and Government Regulations and the company reserves the right to modify itineraries to conform with requests from the competent authorities in the United Kingdom and any other sovereign state through which the tours run.
12. We specifically advise passengers that before they undertake a coach journey of more than 3 hours, they should consult their doctor if they have:- (a) ever had DVT (Deep Vein Thrombosis) or pulmonary embolism; (b) a family history of clotting conditions; (c) an inherited tendency to clot; (d) cancer, or treatment for cancer in the past; (e) undergone major surgery in the last three months; (f) had a hip or knee replacement within the last three months; (g) ever suffered from a stroke, heart or lung disease.

The following information is recommended by the relevant UK health departments:- (a) Be comfortable in your seat (b) Bend and straighten your legs, feet and toes every half hour or so while seated (c) Press the balls of the feet down hard against the floor or footrest to increase blood flow in the legs and reduce clotting (d) Perform upper body and breathing exercises which can further improve circulation (e) Drink plenty of water (f) Drink alcohol only in moderation as it leads to dehydration and immobility (g) Avoid taking sleeping pills, which also cause immobility.

Travel Insurance Important Notice

Under the Association of British Insurers General Business Code of Practice, the person selling you the travel insurance must draw your attention to important features of your policy, including:

- Policy document: you should read the document carefully. It gives you full details of what is and what is not covered and the conditions of the cover. Cover will vary from policy to policy and insurer to insurer.
- Health: your policy contains restrictions regarding pre-existing medical problems concerning the health of the people travelling and of other people upon whose health the trip may depend.
- Conditions, exclusions and exceptions: conditions and exclusions will apply to individual sections of your policy while general exclusions, conditions and exceptions will apply to the whole of your policy.
- Dangerous Activity: if you are going to take part in activities where there is a high risk of injury, check that your policy covers you.
- Property Claims: these claims are paid based on the value of the goods at the time you lose them and not on a 'new-for-old' or replacement cost basis, unless otherwise stated in your policy.
- Date recognition failure: your policy may contain exclusions for losses arising from the failure of equipment or any computer program to correctly recognise the calendar date, for example: the change to the year 2000.
- Policy limits: most sections of your policy have limits on the amount the insurer will pay under that section. Some sections also include other specific limits, for example: for any one item, pair or set or for valuables in total. You are advised to check your policy if you intend taking expensive items with you.
- Policy excesses: under most sections of the policy, claims will be subject to an excess. This means that you will be responsible for paying the first part of the claim. The amount you to pay is the excess.
- Reasonable care: you need to take all reasonable care to protect yourself and your property.
- Complaints: your insurance policy includes a complaints procedure which tells you what steps you can take if you wish to make a complaint.
- 'Cooling-off' period: your policy may contain a 'Cooling-off' period during which you can cancel the policy and get a refund, if you have a justifiable reason for being dissatisfied with the cover it provides.

Your policy is governed by the law of England and Wales unless you and your insurers have agreed otherwise.

The person selling you the travel insurance will identify your insurer and their name will be shown on the policy you receive.

If you would like more information, you should ask the person selling you the insurance, particularly if you feel it may not meet your needs.

This document is not a substitute for your insurance policy.

Please make sure you read your policy carefully.

To comply with the Package Travel Regulations 1992, all monies are held in a Trust Account and not transferred to Wise Coaches Limited until the tour is completed. All passengers booking with us are fully protected for the initial deposit and subsequently the balance of all monies paid to us arising from the cancellation or curtailment of their travel arrangements due to the unlikely event of insolvency of Wise Coaches Limited. We are members of the BAWTA Repatriation Scheme. This guarantees that you will be returned to your departure point in the UK if we become insolvent whilst you are outside the UK on any tour in this brochure.

Special booking conditions apply to air holidays, please call for a copy of these conditions.