

Thirlwells est. 1917

LUXURY COACH HOLIDAYS



BOOKING FORM

Millers Bridge, Whicham Bank, Swalwell, Newcastle upon Tyne, NE16 3BP

Tel: 0191 488 2430 or 0191 488 4948

After Hours: 0191 488 7168

BOOKING FORM

Thirlwell's Coaches

Millers Bridge, Whickham Bank, Swalwell, Newcastle upon Tyne NE16 3BP
Tel: Tyneside (0191) 488 2430 & (0191) 488 4948 (After hours: 0191 488 7168)

NAME: MR/MRS/MISS

ADDRESS:

.....

.....

.....TELEPHONE NO

DESTINATION

DATE OF TOUR NO OF DAYS

NO. OF PERSONS

TYPE OF ROOMSTWIN DOUBLE

TREBLE FAMILY SINGLE

SPECIAL REQUESTS, I.E. PRIVATE FACILITIES, LOWER FLOOR AND DISABILITY

DETAILS

COACH SEATS SEE PLAN OVERLEAF

DEPOSIT ENCLOSED £

INSURANCE REQUIRED YES/NO

I HEREBY CERTIFY THAT I AM OVER 18 YEARS OF AGE AND I HAVE READ
AND UNDERSTAND AND ACCEPT FOR MYSELF AND ON BEHALF OF ALL NAMED
ABOVE THE TERMS OF THE FAIR TRADING CHARTER AND INFORMATION PRINTED
IN THE BROCHURE.

SIGNATURE DATE



THIRLWELL COACHES HOLIDAY TOURS: FAIR TRADING CHARTER

Please read these terms and conditions carefully, they are important they form the basis of a legally binding contract between you, the person signing the booking form and all the other persons named on the form and ourselves J. Thirlwell & Sons Limited.

1. MAKING THE CONTRACT

When booking a holiday you must sign a booking form accepting on behalf of your party the terms of the Fair Trading Charter and pay deposit of £50.00 per person which includes insurance premium. All details of insurance cover in policy issued to you when deposit paid.

INSURANCE - A Special Coach Holiday travel insurance scheme is available for all our passengers travelling on our holidays. Costs vary to length of travel. **Demands & Needs** This travel Insurance policy will suit the demands and Needs of an individual who have no excluded medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the unforeseen circumstances events detailed within the policy. Subject to terms and conditions and maximum specified sums insured.

Health Conditions - applying to all areas.

It is a condition that at the time of taking out this policy and between that time and your departure you must comply with each of the following:

1. You are not aware of any reason why the trip should be cancelled or cut short.
2. You are not travelling:
 - a) Against the advice of a medical practitioner or
 - b) for the purpose of obtaining medical treatment, or
 - c) if you have been given a terminal prognosis
3. You are not receiving or awaiting treatment for an illness or injury as a hospital day case or in-patient, as any claim arising from this injury or treatment will not be covered.
4. If you are on medication at the time of travel your medical condition is stable and well controlled.

Note: J Thirlwell & Sons Ltd t/a Thirlwell Coaches is an appointed representative of ITC Compliance Ltd who are authorised and regulated by the Financial Conduct Authority, (their firm reference is 313486) and which is permitted to advise on and arrange General Insurance Contracts.

2. PAYMENT

Your Booking Form must be accompanied by the relevant deposit as above. The balance must be paid at least 8 weeks before your departure **WITHOUT REMINDER FROM THE COMPANY.**

All passengers money paid to J Thirlwell & Sons Ltd are covered by a Financial Failure Insurance in the unlikely event of Thirlwells Coaches going into Liquidation.

3. SURCHARGES

Surcharges will only come into effect due to Government action.

4. AMENDMENTS OF TRANSFER OF BOOKINGS

If you are prevented from proceeding with your holiday or wish to amend your holiday booking administration charges may be made.

5. CANCELLATIONS BY YOU

Should you wish to cancel your holiday, this must be put in writing to the Company. If cancellation is made 8 weeks or more prior to date of departure, the Company will retain your Deposit. Should cancellation be made within 8 weeks of your holiday, cancellation charges will apply as follows:

| Period before Departure | Percentage of Tour Price Retained |
|-------------------------|-----------------------------------|
| 42 - 28 days | 30% |
| 14 - 27 days | 45% |
| 7 - 13 days | 60% |
| 1 - 6 days | 100% |

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THIRLWELL COACHES HOLIDAY TOURS: FAIR TRADING CHARTER *continued*

6. CANCELLATIONS BY US

If we cancel your holiday due to lack of numbers or circumstances beyond our control at any time up to 8 weeks before departure we are liable only for any monies paid to us at the time of cancellation. However if we cancel your Holiday within 8 weeks (4 weeks on tours of less than 6 days) of departure, we will refund all your monies and pay you compensation on scale as below.

| | 8 days and more | Short Breaks |
|-------------------|-----------------|--------------|
| More than 56 days | Nil | Nil |
| 43 - 56 days | £10.00 | Nil |
| 29 - 42 days | £15.00 | Nil |
| 15 - 28 days | £20.00 | £10.00 |
| 0 - 14 days | £25.00 | £15.00 |

We do reserve the right to use a small coach if numbers are insufficient.

7. LUGGAGE

We have a limited amount of space and would ask customers **NOT TO EXCEED ONE MEDIUM SIZED SUITCASE PER PERSON**, with your name and address clearly marked. Any damage to luggage or loss must be reported immediately to our driver/courier, and upon your return a letter should be sent to our office stating details of damage or loss to enable you to claim. Free collection of suitcase from passengers within the area on the afternoon prior to departure for 7 & 8 day tours only.

8. PICK UP POINT

All passengers will be picked up at a point local to them. However if out of the area a surcharge may be made for pick up point close to home. Please always board at point and time stated by us to avoid any misunderstanding this time and place will be given to you if you telephone during the week leading up to the departure date of your tour.

9. SPECIAL REQUESTS

Whilst every effort will be made by ourselves to accommodate these requests i.e. room situation which we will pass onto the Hotel and seating requirements in the Dining Room and on the Coach, no guarantee can be made.

10. COACH SEATING

Many travellers have their favourite seats so book early to avoid disappointment. See seating plan.

11. COMPLAINTS

If you have a complaint about any of the services throughout your holiday, as a term of our Contract, the matter must be brought to the immediate attention of our Driver/Courier who will do his best to remedy the problem on the spot. If you are still not satisfied you must write to us within 7 days of your return and we will try and settle the matter amicably, we will not accept liability for claims received after that date.

12. DISABLED PEOPLE

We accept bookings from disabled passengers but prior knowledge of their disability must be given to enable us to meet their requirements if possible. If we are not informed we cannot accept any responsibility for inconvenience or cost incurred. Folding wheelchairs can be carried, please notify when booking Motorised Wheelchairs/Scooters CANNOT be accepted, due to Health and Safety issues.

| | | DOOR | | DRIVER | |
|----|----|------|----|----------------------|----|
| 49 | 45 | 1 | 2 | 3 | 4 |
| 50 | 46 | | | 7 | 8 |
| 51 | | | | 11 | 12 |
| 52 | 47 | | | 15 | 16 |
| 53 | 48 | | | 19 | 20 |
| | | 29 | 30 | 21 | 22 |
| | | 25 | 26 | 17 | 18 |
| | | 21 | 22 | 13 | 14 |
| | | 33 | 34 | 9 | 10 |
| | | 37 | 38 | 5 | 6 |
| | | 41 | 42 | | |
| | | 45 | 46 | | |
| | | 49 | 50 | | |
| | | 31 | 32 | TEACOFFEE MACHINE | |
| | | 35 | 36 | WC | |