

TERMS & CONDITIONS

Booking Conditions

1. YOU PAY A DEPOSIT

When you make your booking you must pay a deposit of:

- a) £40.00 per person on all fully inclusive coaching holidays whether they be UK. Europe is normally £80.
- b) 15% of the cost of the holiday per person on all Fred Olsen cruises. Deposits for cruises cannot be transferred. C) £150.00 per person for all Channel Islands holidays including Jersey, Sark and Hero. All deposits are non-refundable and cannot be transferred. All money paid to your Travel Agent is held by them on your behalf until you receive our confirmation.

2. YOU PAY THE BALANCE

The balance of the fare must be paid at least 8 weeks before the holiday departure (this may differ for cruise and by air/flight inclusive holiday tours). The departure and balance due dates are both shown on your holiday confirmation and invoice. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit and apply cancellation charges as set out in paragraph 4. If you book within 6 weeks of the departure date the full holiday cost must be made at the time of booking.

3. IF YOU CHANGE YOUR BOOKING

If, after our confirmation has been issued, you wish to change to another of our holidays or change departure date we will do our utmost to make the changes, provided that written notification is received at our offices from either your Travel Agent or from the person who made the booking not later than the date on which the balance of the original holiday cost was due for payment. This must be accompanied by a payment of £10.00 to cover administration costs. Any alterations within 6 weeks of departure will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below. Excluding all Channel Islands, cruise and air/flight holidays (see 1 b & c above). Other alterations such as the addition of requests or change of pick up point that require a re-confirmation to be issued must be notified and accompanied by a payment of £10.00 to cover administration costs.

4. IF YOU CANCEL YOUR HOLIDAY

You, or any members of your party, may cancel your holiday at any time provided that the cancellation is made by the person who made the booking, wherever possible, and is communicated to us in writing. As this incurs administrative costs we will apply cancellation charges up to the maximum shown below.

More than 42 days before departure	Deposit only
0-42 days before departure	30% of holiday cost
15 - 28 days before departure	50% of holiday cost
0-14 days before departure	100% of holiday cost

NOTE: If the reason for cancellation is covered under the terms of an insurance policy, you may be able to reclaim these charges.

5. IF YOU HAVE A COMPLAINT

If you have a complaint during your holiday, please inform our driver/courier who will do his or her best to resolve the problem there and then. If the matter cannot be put right on the spot, you must notify us in writing within 12 days of the competition of your holiday and this must be sent to our office in Warrington and you must quote your holiday booking reference number, departure date and destination.

6. STATUTORY AUTHORITIES

This brochure is issued subject to the 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.

7. CONDITIONS OF CARRIAGE

When you travel on an aircraft, train or ship the conditions of carriage of that carrier apply and are subject to National and International conditions which may limit or exclude liability. Your contract made under the terms of this Fair Trading Agreement is subject to English Laws and jurisdictions. The Public Service Vehicle (Conduct of Drivers, Conductors and Passengers) Regulations as amended 1990, apply to all coaches throughout any holiday in the U.K. Please note that in exceptional circumstances, we reserve the right to refuse travel to any passenger or group of passengers travelling on any of our coach tours.

8. OTHER TERMS

On a holiday, passengers may not, a) bring a pet or any other animal (other than Guide Dogs in the U.K by arrangement) or b) play a radio or cassette/cd player without earphones on a coach. You are responsible for ensuring that you are ready for the taxi at least 10 minutes before your allocated pick-up time. Memory Lane Coaches reserves the unconditional right to refuse a booking or terminate a client's holiday in the event of unreasonable conduct which in Memory Lane Coaches opinion is likely to cause damage, distress or annoyance to other clients, employees, property or to a third party. If you are prevented from travelling or continuing your holiday by such a termination, Memory Lane's responsibility for your holiday thereupon ceases. Full cancellation charges will apply and Memory Lane Coaches will be under no obligation to offer any refund, compensation or loss which you may incur. Excursions are included in the price of our holidays and refunds cannot be made for passengers not wishing to go on these excursions. Admission fees/fares to attractions, buildings, grounds, boat/train rides, etc, are not included in the price of the holiday unless otherwise stated in the brochure under "PRICE INCLUDES" of any particular holiday.

9. PASSPORTS

For all continental holidays you will require a full 10 year British Passport, If you have any doubt about your status as a resident British subject you must check with the Embassies or Consulates of the countries to be visited to confirm Visa requirements needed in your particular circumstances We cannot accept responsibility if passengers are not in possession of the correct travel documentation.

10. HEALTH

Under normal circumstances most Western European Countries do not require visitors to be vaccinated. However, we will inform you of any known vaccination or health requirements of the country you are visiting. You are advised to check with your own doctor before travelling. It is your responsibility to ensure you carry with you at all times whilst on tour outside of the UK, your EHIC (European Health Insurance Card).

11. SPECIAL DIETS or REQUESTS

If you require a special diet you must notify us at the time of booking with a copy of the diet. This will be notified to the hotel or hotels concerned. Whilst every effort is made to comply with your wishes we cannot guarantee that hotels are able to provide the requested facility or that special diets or requests will be adhered to, unless a separate specific supplement for that request has been paid.

12. ITINERARIES and EXCURSIONS

Every effort will be made to adhere to the itinerary or excursions advertised in the brochure but they could be subject to change. We may need to make minor alterations and if we do, customers booked on to that particular tour will be informed as soon as possible.

13. LOST or DAMAGED PROPERTY

Please remember to check your bedrooms before leaving to make sure you have not left anything behind. It is difficult to retrieve lost property, particularly from overseas tours. Passengers are responsible for ensuring that their luggage is loaded on to the coach. The driver is there to assist only. If the luggage is left behind, under no circumstances is it the responsibility of the company. Any damage to suitcases during transit in the locker/booth of our coaches is not the responsibility of Memory Lane as long as reasonable care has been taken in loading/unloading.

Our Promise to You

1. WE RESERVE YOUR HOLIDAY : When you have ascertained or your travel agent has provisionally confirmed that we have available space on the holiday of your choice, a deposit will be required from you. A confirmation invoice will be forwarded to you within 14 days of receipt of your deposit and the contract is made between us when you receive this confirmation. In the event that a holiday was sold through any travel agent who defaulted, we will guarantee your holiday on production of adequate documentation to establish sale.

2. YOUR HOLIDAY PRICE

U.K. HOLIDAYS : The price of your holiday is not guaranteed and may be subject to surcharges which may include higher than inflation fuel increases and those resulting from government action, including additional bonding or licensing requirements and increases in VAT. In these cases we reserve the right to pass these amounts on in full. Holiday prices include all coach travel, hotel accommodation and meals as specified in the holiday description and VAT at the current rate where applicable. Morning coffee, afternoon tea and other refreshments are not included, unless otherwise stated. Some hotels may make a small charge for tea and coffee after dinner and gratuities to the hotel staff and driver/courier are discretionary.

IRISH and CONTINENTAL HOLIDAYS

The price of your holiday is subject to surcharges on the following items: higher than inflation fuel increases, currency fluctuations, governmental action, increases in VAT, currency, aircraft fuel increases, overflying charges, airport charges and an increase in air fares. Even in this case, we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged but where a surcharge is payable there will be an administration charge of £1.00 together with any relevant amount to cover agents commission. Revised charges in respect of changes to any given variable will be calculated by taking the total change the variable element concerned in relation to each passenger. This amount will then be added to or deducted from the original holiday price exclusive of VAT. The revised VAT will then be added to the new VAT exclusive price to arrive at the revised VAT inclusive price. If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except for any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice.

3. IF WE CHANGE YOUR HOLIDAY: The arrangements for holidays in this brochure are made many months in advance and changes are sometimes unavoidable. Most of these changes are likely to be minor and we or our representatives will endeavour to keep you informed. However, where before departure we have to alter significantly an essential term of this contract, such as price, location of resort, quality of main hotel (not including single overnight hotels on touring holidays) or tour itinerary changes involving destinations being eliminated, we will notify you of the change as soon as possible. In such circumstances you will be given the following options:

a) to accept changes to contract as set out in a rider to it specifying the changes and their impact (if any) on the price or,

b) to take a substitute holiday of equivalent price or superior quality if we are able to offer you one and pay us the difference (if any) between the price of the original holiday and that of the substitute, or

c) to take a substitute holiday of lower quality if we are able to offer you one and to recover from us the difference between the original holiday and that of the substitute, or,

d) to have repaid you as soon as possible all the monies paid by you under this contract.

If you choose a), b) or c) we will pay you compensation on the scales shown below, If you choose d), we will refund all monies paid to you, plus compensation on the scales shown below - no other claims for compensation or expenses will be considered. Period before departure within which a significant change is notified and compensation per person:

More than 42 days	Nil
29 - 42 days	£5.00
15 - 28 days	£10.00
8 - 14 days	£15.00
0 - 7 days	£20.00

4. IF WE CANCEL YOUR HOLIDAY: It is necessary for there to be a minimum number of passengers in order to operate any tour. If this minimum number is not achieved before the balance due date, the tour could be cancelled. In certain circumstances, therefore, we may have to cancel your holiday, and if this should occur we will return to you all the money you have paid to us, or offer you a suitable alternative. However, we will not cancel your holiday, immediately prior to the departure date unless you have not paid for your holiday in full. If we have to cancel your holiday at any time, Memory Lane Coaches is liable only for any money you may have paid to Memory Lane Coaches at the time of cancellation and for the compensation payments as detailed in paragraph 3 above.

5. OUR RESPONSIBILITY TO YOU: We accept responsibility for ensuring that all component parts of your holiday as described in this brochure are supplied to you at a reasonable standard and this includes optional excursions purchased through our employees or agents. If any such part is not provided in the advertised manner we will pay you reasonable compensation unless the non-provision was due to circumstances which we could not predict and were beyond our control, such as adverse weather, road or traffic conditions.

i) Please remember that some amenities, e.g. hotel lifts, swimming pools, saunas, etc, require servicing and cleaning and therefore may not be available at all times. Some service may be affected by weather conditions and their availability is entirely at the discretion of the provider. Entertainment (particularly live entertainment) provided by the hotels is frequently subject to demand and may be cancelled if there are insufficient numbers attending such events or staying at the hotel.

ii) Some excursion itineraries include the use of ferries and other forms of transport, which can be affected by inclement weather and may have to be cancelled or arrangements changed. Wherever possible a suitable alternative will be offered.

iii) The published running times of services are estimates only and we will not be liable for any loss (howsoever caused) arising from the delay or failure to operate in accordance with published timings.