

Meridian Travel Coach Holiday Terms and Conditions. (Last updated and amended July 2024)

1) PERSONAL INFORMATION. All personal information supplied by you will be used for the purpose of your holiday booking only and for sending you promotional literature solely from Meridian Travel. Under no circumstances will the information you provide to us be shared with any other third party except where necessary for the express purpose of organising your holiday. Names, addresses, phone numbers and email addresses are stored on our database, solely for our use as stated above. Our database is not linked to any outside website and is accessible only to us. Please notify us should you wish us to remove your information from our database. Please keep us updated with any changes (i.e. change of address etc.) so we can amend our records.

2) DEPOSITS & CONFIRMATION OF BOOKING. When you make a booking with us we will send you a booking confirmation either by post or email. By sending the contract we agree to provide you with the services shown on it subject to these terms and conditions. By paying the deposit you will be agreeing to our terms and conditions of business as outlined here in. All customers should carefully check that the information shown on the contract is correct and notify us immediately of any errors or missing information so if necessary we can re-issue an amended contract. For All Bookings where the deposit payment is made by cheque sent through the post, please also send a copy of the contact or write your booking reference on the reverse of the cheque. For Bookings where you pay your deposit by Bank Transfer please include your Booking Reference with your payment. By paying the deposit it will be accepted that you agree to these Terms and Condition, there is no need to return a signed copy of the contract. The deposit is £50 per person per holiday and covers the administration cost of your holiday. Your booking is not confirmed until we have received your deposit. If your deposit is not received within 21 days of your contract being processed your booking may be cancelled and your seats may be reallocated to another customer. Please refer to clauses 9 & 10 for details of deposit refunds due to cancellation.

3) THE HOLIDAY PRICE. The price of your holiday will be the price as shown on your booking confirmation. The prices of all our 2023 holidays are guaranteed and no surcharges will be added to the advertised holiday price due to currency fluctuations or for any other reason with the exception of items specifically outlined in clauses 4, 5, 6, 7A, 15 and 16.

4) DOOR TO DOOR SERVICE. Our advertised holiday price includes a door to door collection and return service, provided you live within our catchment area. It is the customers' responsibility to check that the pick-up address shown on your booking confirmation is correct and to notify us of any errors. An additional taxi charge will be payable for this service if you live outside our designated catchment area, please check when booking that your address is included.

4A) A DISCOUNT of £15 per person is offered to any customers who prefer to make their own way to and from one of our coach pick up points. For details of available pick up points please phone or email us.

5) SPECIAL REQUESTS. All special requests relating to the hotel accommodation will be notified to the hotel but we are unable to guarantee any such requests unless they have been confirmed by the hotel in advance. We will pass on any information you give us relating to dietary requirements etc. but it must be your responsibility to make yourself known to restaurant staff regarding these requirements as Meridian Travel, their staff and coach drivers are not qualified to advise you or the hotel on such requirements. Please note some special requests such as 'sea view rooms' may incur an additional charge.

6) SINGLE TRAVELLERS. The basic holiday price advertised is per person based on two people sharing a double or twin room at the hotel. Most holidays have a single room supplement which is to cover the extra costs charged by the hotels for single occupancy of their rooms. Meridian Travel does not levy additional charges on single customers but we have to pass on the additional hotel cost where charged. Where we get a large number of single room requests the hotel may charge a higher supplement to that shown for these additional singles, this extra supplement would then have to be added to your holiday balance. We will always notify you of these charges before you confirm your booking. Payment of a single supplement does not guarantee you will be allocated a double or twin room for sole use at the hotel as some hotels charge a supplement for actual single rooms.

7) COACH SEATING. When you book you will be allocated seats as near to the front of the coach as possible unless otherwise requested by you. You will retain that seat throughout the holiday but can change to any unallocated seat, should one be available, at any time during the holiday.

7A) COACH SEATS –SINGLE TRAVELLERS. A person booking as a single traveller may not have exclusive use of a double seat on the coach and you may be required to share the double seat with another person.

8) PAYMENT OF HOLIDAY BALANCE. Your holiday balance, i.e. the Brochure Price less the Deposit, will usually be due 8 weeks prior to the departure of your holiday. On some holidays where we are required to pay deposits or balances to hotels etc prior to this date then your balance may be due earlier, your actual balance due date is shown on your booking contract. You may pay by cheque or bank transfer and full details of how to pay will be included with your booking contract. Please note that payment due reminders are not sent.

8A) LATE PAYMENTS. As hotels will have a cancellation policy with us, where your balance payment as in clause 8 above is not received by the due date we may not be able to confirm your reservation to the hotel as we would then be liable to cancellation charges ourselves from the hotel should you not proceed with your booking. Under these circumstances we cannot guarantee the continued availability of the hotel accommodation and may have to cancel your booking, your deposit would then be non-refundable. We will attempt to contact you wherever possible to clarify the situation and confirm you still wish to continue with the booking but the responsibility of notifying your intentions or any changes remains with you the customer. If you inform us either in writing or verbally that you do wish to continue with your booking and you later cancel then you agree to pay cancellation charges as in line with clause 9 below.

9) CANCELLATIONS BY YOU. If you need to cancel your holiday then cancellation charges will apply. These charges are to cover our costs and any payments which we have to make on your behalf whilst administering your holiday and any cancellation charges Meridian Travel would be liable for from hotels and other suppliers. Any Entrance Fee or Theatre Tickets etc. purchased on your behalf prior to your cancellation are non refundable and the cost of these would be in addition to the basic cancellation charges shown below. These cancellation charges would be applied on the following scale. A) More than 10 weeks (70 days) prior to the departure date £20 per person. B) 70 to 56 days before departure £50 per person. C) 55 to 28 days before departure 40% of holiday cost. D) 27 to 14 days before departure 70% of holiday cost. E) 13 days or less before holiday departure 100% of holiday cost.

You are strongly advised to take out cancellation insurance to cover you in the event you need to cancel your holiday, please read clause 11 below.

10) CANCELLATIONS BY US. We reserve the right to cancel a holiday where we have insufficient bookings to enable us to continue with the holiday or due to unforeseen circumstance outside of our control. Most holidays must have a minimum of 25 people booked to make it a viable proposition and to cover the basic costs of running that holiday, you can check on the progress of your holiday at any time by phoning our office or emailing us. In the event that we have to cancel your holiday all payments made to us relating to that holiday will be refunded. We will not be able to refund payments you have made to third parties relating to the holiday i.e. payments made to Insurances Companies, please see clause 11 below. We would usually make a decision based on the number of booking received at least 10 weeks prior to the departure date and only in exceptional circumstances would we cancel a holiday after this date. If we have to cancel your holiday for any reason we will in the first instance issue you with a voucher for 100% of any monies you have paid to us. This voucher can be used for any other existing or new holiday booked with us. However you have the right to request a refund of your money and details of how to do this will be on the voucher

11) HOLIDAY INSURANCE. Meridian Travel is not authorised to issue, or give advice regarding, holiday insurance to our customers and no 'Holiday Insurance' or 'Cancellation Insurance' is included in the advertised price. We do however recommend you have cancellation insurance as a minimum, please see clause 9 above. Details of where you can obtain Holiday Insurance is shown on the booking contract but you may obtain advice and cover from any other insurance provider at your discretion. Please Note:-We do not recommend you take out insurance for any individual holiday until the event is confirmed to go ahead unless the insurance company confirmed the premium would be refundable in the event we had to cancel your holiday as Meridian Travel will not be responsible for refunding these insurance payments, please see clause 10 above.

12) SPECIAL NEEDS. At Meridian Travel we are happy to assist passengers as much as is practically possible and without risking the health and safety of either the customer or our drivers/staff, whilst on our holidays. It is however important that anybody with special needs inform us of these at the time of booking their holiday. We will assist customers as much as is practically possible whilst boarding and alighting from the coach subject to health and safety restrictions. Some holidays may not be suitable for people with special needs, i.e. hotels without lifts etc. Our holidays are not suitable for passengers who need constant assistance, care or supervision and although we will help and assist as much as possible any such passenger would have to travel with their own carer or helper at their own expense.

13) ENTRANCE FEES. Where entrance fees are included in the holiday cost National Trust or English Heritage members would receive a discount off the holiday cost where visits to these properties are included in the itinerary. You must notify us at the time of booking if you wish to claim this discount as it may not be possible to refund these fees at a later date as we may have already paid the property concerned. We are not able to offer refunds for included entrance fees where a customer decides not to participate in an excursion or visit whilst on holiday with us.

14) CHANGES TO THE PUBLISHED ITINERARY. We reserve the right to make changes to the published itinerary where such changes are necessary due to circumstances beyond our control. Such changes will only be made on the grounds of safety, weather conditions, road closures etc. or other circumstances which make the advertised itinerary impractical. Other changes may be made in advance as a result of research into the holiday area and these changes will be notified to you as soon as they became known. In the event of any major changes to an itinerary, which becomes known in advance of the departure date, you would have the right to cancel your holiday without the charges stated in clause 9.

15) LUGGAGE. One reasonable size suitcase per person is the usual allowance due to space in taxis and in the luggage hold of the coach. For health and safety reasons we request the maximum weight of any suitcase should not exceed 22kgs. For holidays which include overnight hotels on the outward and return journey an additional small overnight case or bag is recommended. For health and safety reasons extra large or heavy suitcases are discouraged and two medium size cases would be the preferred alternative. Please consider luggage handlers such as taxi and coach drivers and hotel porters when selecting your suitcase. Any excess luggage such as extra-large or heavy suitcases must be notified to us and agreed by us in advance. Failure to notify us in advance could mean that we might not be able to carry these items. In some circumstances an extra charge may be required for excess luggage to cover the cost of hiring additional taxis. We will do our best to look after your luggage but the ultimate responsibility for ensuring your luggage is transferred from the taxi onto the coach and from the hotels back onto the coach remains with the customer. Any additional cost incurred for misplaced luggage, luggage left in taxis etc must be paid for by the customer.

16) WHEELCHAIRS & ELECTRIC SCOOTERS ETC. We must be notified in advance if you wish to bring any of these items on your holiday and the final decision as to whether these items can be carried must remain with us based on size, weight and availability of space. Under no circumstances will Meridian Travel be responsible for any loss or damage to these items no matter how caused whilst being loaded, unloading or transported on our coach or whilst being used during your holiday with us. An additional taxi charge may need to be applied to cover the cost of transporting large items such as wheelchairs and electric mobility scooters.

17) HOTEL ACCOMMODATION. We try in good faith to give accurate information about hotels and the accommodation provided but Hotel descriptions used in the itinerary are generally those supplied by the hotel and Meridian Travel except no responsibility for any errors or discrepancies within these.

18) COMPLAINTS. Should you have a complaint regarding your holiday then you are strongly advised to bring this to the attention of your coach driver or tour manager or to the hotel staff at a time when you would reasonably expect the problem to be rectified. If the problem cannot be resolved you must put your complaint in writing and send it to our office immediately upon returning from your holiday.

A COPY OF THESE TERMS AND CONDITIONS IS AVAILABLE IN LARGE PRINT ON REQUEST