Please ensure that you are familiar with our booking terms and conditions. By purchasing a ticket, you are agreeing to the Terms & Conditions cited below:

1. The Company reserves the right to cancel any excursion or holiday should bookings be insufficient and a full refund will be given.

2. Should you wish to cancel your booking with the Company the following cancellation charges will apply.

**Over five days prior to the departure date-20% of ticket fare**

**Between five days and 48 hours prior to departure-50% of ticket fare.**

**Within 48 hours to departure date-100% of ticket fare.**

3. Tickets may be transferred to an alternative departure date, subject to the company’s approval and date available. This transfer must be undertaken within one month of the original booking date. A transfer charge of £3.00 per passenger will apply to cover administration charges.

4. The Company cannot guarantee the same numbered seats given as on the ticket issued as operational circumstances may necessitate alterations.

5. The prices shown are per passenger per seat.

6. Irrespective of age, seat belts are fitted to all vehicles to DVSA standards. Where children are concerned, a seat belt must be worn for the duration of the journey.

7.The consumption of alcohol and smoking is prohibited onboard our coaches.

8. The Company shall not be liable for loss to the passenger from stoppages of work howsoever caused, preventing performance of the excursion.

-loss of luggage or any personal belongings.

-breakdowns of the Company’s vehicles,

-the Company hereby limits its liability resulting from the excursion to the value of the ticket purchased.

9. All information published is checked to ensure accuracy at the time of publication and the Company cannot accept responsibility for any unforeseen circumstances.

10. Any passengers that miss their departure and require a transfer to the coach will be charged a flat fare of £20.00

11. In the unlikely event that you are unhappy with your experience, then please telephone us immediately to register your compliant.

You must then send a written complaint or email to us within 14 days from the date of the day trip or holiday.

12. We reserve the right to curtail or amend any of our day excursions including those included as part of a tour due to inclement weather. In this eventuality, we will offer a substitute as close to the advertised itinerary as possible.

13.We reserve the right to cancel, curtail or postpone the departure of any day excursion or holiday due to severe inclement weather or other reason that will affect the performance of the trip and put the safety of our passengers into jeopardy.

14. Please note that our number one priority is the safety of our passengers, staff and vehicles. We reserve the right to re-route our vehicles to ensure that we are using the safest routes available to us.

15. Home pick up service is available on selected tours only. The vehicle used may be shared with other passengers. ‘The Company’ means Elite Services Limited.

**Important Booking Information**

\*Extra charges applicable for groups of 8 or less requiring the home pick up/ drop off service.

\* All prices quoted are per seat.

\* All prices quoted in the short breaks and holidays are based upon two adults sharing.

\* Single supplements are applicable on most holidays or short breaks unless otherwise stated. This is the policy of our hotel suppliers and not Elite Services Ltd.

\* Please check our website on a regular basis for any updates.

\* Seats cannot be reserved without a deposit or payment in full being received.

