

### **GENERAL INFORMATION & CONDITIONS**

1. All seats **MUST** be pre-booked and paid for in advance. This will ensure that the driver can complete all of the pick-ups promptly. We will hold bookings for 10 working days from when you make your reservation. If after 10 days, we have not received payment the booking will be removed.
2. When booking please refer to the codes on the reverse of **this** brochure. This will indicate your pick-up time.
3. We aim to offer the best and prompt service possible. To do this we ask that our passengers ensure that they are waiting at their collection points at least **5 MINUTES BEFORE** the times stated on their tickets. If you are not at your pick-up point on time, we cannot wait. This also applies to the return time to travel home.
4. If for any reason you are unable to go on an excursion for which you have booked, please telephone the office to let us know as soon as possible.
5. Refunds will **NOT** be given unless an excursion is cancelled by us. If the customer cancels a trip, we can give a credit note or transfer to another excursion if the cancelled seats have been re-sold and the coach capacity is full.
6. All seats will be allocated by the driver from a pre-prepared seating plan, this ensures that families and groups of passengers can sit together. Please be advised that where seatbelts are provided, by law, they must be worn at all times
7. There is absolutely **NO SMOKING, NO EATING & NO DRINKING** on any of our vehicles.
8. We reserve the right to cancel any excursion.
9. Children must be accompanied on all excursions. Where child prices are available this applies to 16 years or under.
10. Fares do not include food, drink or admission to venues unless otherwise stated. If food is offered please choose from the menu provided. Allergies or intolerances must be stated at time of booking (free from options may be available)
11. We politely request that our driver, staff and other passengers are treated with respect at all times.
12. Details are correct at the time of printing. Felix Coaches cannot be held responsible for the possible closure of attractions, traffic delays or bad weather or any other circumstances beyond our control.