

## Holiday information

### Our Holiday Coaches

Unlike many tour operators we own and operate our own coaches. This allows us to ensure that they are meticulously maintained to meet the highest safety standards. Our high specification 'Executive Class' coaches feature; Reclining seats with lap-belts, Climate controlled air conditioning, double glazing, W.C./Washroom, refrigerator, Hot Drinks facility, Stereo/PA., Carpets & Curtains, individual reading lights, high floor for great views and silky smooth air suspension. For the comfort and safety of all, we operate a strict no smoking policy on all our coaches. We do though make regular stops on all journeys.

### Our Holiday Hotels

Our hotels range from friendly, family run establishments offering warm hospitality and a personal service to 4 star deluxe international properties offering extensive facilities. One thing you can be sure of when you book an Eagre Holiday is that all our packages offer superb value for money. If you are unsure as to whether a particular hotel is suitable for your requirements please feel free to speak to one of our team who will be happy to advise.

### Our Staff

Our team of Tour Management and Reservations Staff, Drivers, Couriers and Coach Cleaners are all totally dedicated in their role to ensure you have a successful holiday. From your initial enquiry through to you returning back from the holiday our aim is to be as helpful and professional as possible.

### Holiday Excursions

Many of our holidays have excursions included in the basic price and on some holidays there may be optional excursions. Where optional excursions are offered you can be assured that they will represent excellent value and less expensive than locally available in resort.

### Early Booking Promise

Our regular customers will testify that, unlike many other tour operators, we never discount holidays to the general public, at the last minute as we believe that this is unfair. In the unlikely event that we reduce the brochure price of the holiday after you have booked we guarantee to refund the difference. The main advantages of booking early are:

1. You have a wider choice of departure dates
2. You can pick your seats on the coach

### Passports and Visas

A valid full passport is required for all overseas destinations. Certain non British passport holders may require a visa. Please note that it is your responsibility to ensure you are in possession of all required travel documents.

### Financial Security

How is my holiday money protected?  
We subscribe to the Code of Conduct of the Bonded Coach Holidays Group ("BCHG") of the Confederation of Passenger Transport UK. BCHG requires a bond to be taken out to provide protection for your holiday money in the unlikely event that a Member cannot, for financial reasons, carry out their obligation to their passengers.  
BCHG Consumer Guarantee  
The Bonded Coach Holiday Group guarantees to bona fide customers that in the event of failure of a bona fide Member, it will:  
1. wherever possible, arrange for a holiday or tour to be completed;  
2. where failure occurs after a holiday has begun, arrange for customers to be returned by an appropriate means of transport to their UK area of departure;  
3. if the holiday or tour cannot be completed as planned, the reimbursement of payments made by the customer to the BCHG Member, other than payments by credit card.

### Seat Reservations

All seats on board our tour coaches are numbered and allocated at the time of booking. This seat is allocated to you not only for the journeys but also any excursions you may take whilst on holiday. Our reservations team will do all they can to meet your preferences with regard to seating position but remember its 'first come, first served', so book early!

### Free Car Parking

We have a limited amount of free car parking spaces at our head office at Adwick-le-Street for those wishing to join our coach here. This must be requested on your booking form. Cars are parked at the owners risk and should you require this facility it must be requested at the time of booking in the special requirements section of your booking form.

### Price Guarantee

We guarantee that once you have booked and paid for your holiday that the price shown on your confirmation is the price you will pay and that there will be NO SURCHARGES.

### Frequent Travellers

We are very fortunate to have many loyal and frequent travelling individual customers and in recognition of this we are delighted to make this special offer to those of you who take more than 2 holidays or weekend breaks from this brochure. The hotels will be notified that you are a frequent traveller and will endeavour to provide the best room available. (Subject to availability.) Any optional excursions you take will be discounted by 25%. Future brochures will be sent to you prior to public release.

### The Company and Its Other Services

In addition to providing a broad range of holidays, The Wilfreda Group of companies provides a 'one stop shop' for all and every type of road passenger transport services. We are able to tailor a solution to any requirement be it a taxi to town or a corporate conference. We welcome all enquiries no matter how large or small.

### Registered Office

Wilfreda Luxury Coaches Ltd  
Registered in England No. 474455  
E.A. Hart Ltd  
Registered in England No. 2151646  
Registered Office: The Old Parsonage, Torworth, Near Retford, Nottinghamshire, DN22 8NY

### Acknowledgments

With thanks to all our travel trade partners and photographic suppliers including; Britain on View, Belgium Tourism, Devon Tourism, Isle of Wight Tourism, Lancashire Tourism, Yorkshire Tourist Board, West Dorset Tourism (Mark Simons), Visit Wales, Bournemouth Tourism, Visit Cumbria, English Riviera Tourist Board, Visit Liverpool, Tourism Ireland, Somerset Tourism, CV One, British Waterways Scotland, Kew Gardens.

### Insurance rates 2009

	UK	Europe & Ireland
2 Day	£10.00	-
3 Day	£12.50	-
4 Day	£15.00	£17.50
5 Day	£17.50	£18.00
6 Day	£20.00	£22.50
7 Day	£22.50	£22.75
8 Day	£22.75	£23.00

## Coach holiday travel insurance

A Special Coach Holiday Travel Insurance Scheme is available for all passengers travelling on our holidays from AXA Insurance (UK) plc who are authorised and regulated by the Financial Services Authority. Should you wish to take advantage of our Coach Holiday Travel Insurance please include the appropriate premium when booking your holiday.

### DEMANDS AND NEEDS

This insurance policy will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions, are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen events detailed in the cover section below. Subject to the terms, conditions and maximum specified claim limits.

### IMPORTANT

We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information.

We summarise below the details of the insurance cover provided which also includes INTERNATIONAL MEDICAL RESCUE - 24-hour emergency service. The following is a brief summary of the cover available. Full details of Cover, Policy Warranties and Exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the Policy Wording before booking should you wish to examine this in advance.

### Cover

Cover	Sums insured up to
Cancellation	£3,500
Missed Departure/Travel Delay	£600/£60
Personal Accident	£15,000
Medical and other Expenses including Curtailment	£2,000,000
Medical Inconvenience Benefit	£450 (£15 per 24 hours)
Personal Property/Loss of Passport	£1,500/£200
Personal Liability	£2,000,000
Delayed Baggage	£100
Legal Expenses	£10,000
14 day Refund	Insurance Premium

### Policy excesses

Loss of Deposit excess £10.00 each and every loss. Excess £50.00 each and every loss for Cancellation, Curtailment and Holiday Abandonment. Medical and Other Expenses.

Personal Property and Money excess £30.00 each and every incident per Insured Person,

### 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
  - 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.

### In addition if you are travelling outside England, Scotland, Wales and Northern Ireland, the following additional conditions will apply:

You must notify the Issuer of this policy immediately of any of the conditions listed below arising between the date the policy is issued and the time of departure of the trip. We must be informed of any fact which is likely to influence us in the acceptance, assessment or continuance of this insurance. Failure to do so may invalidate this insurance, leaving you with no right to make a claim.

- 1) if you have received medical treatment as a hospital day case, in-patient or out-patient during the six months prior to the booking of the trip, you must obtain from a medical practitioner at your cost confirming that you will be fit enough to take the trip.
- 2) if you are undergoing medical treatment as a hospital out-patient at the date the final balance of the trip is due to be paid, a certificate of fitness confirming your ability to travel must be obtained by you at your cost.
- 3) if you are on medication at the time of travel your medical condition is stable and well controlled.

The Policy contains the following General Exclusions:

YOU ARE NOT COVERED for anything caused directly or indirectly by you suffering from stress, anxiety or depression unless it has been investigated and diagnosed as such by a Consultant specialising in the relevant field, who must confirm in writing at your cost that you are fit enough to take this trip

### COOLING OFF PERIOD

You should read your policy immediately to ensure it meets with your requirements. If for any reason it does not it must be returned to the issuer of the policy within 14 days of the date of issue or prior to travel which ever is the sooner. Your money will be refunded in full, provided no claims have been made or incident likely to give rise to a claim has arisen. If you cancel your policy after 14 days no refund will be given.

## Trading Charter

### BACKGROUND

Wilfreda-Beehive is the trading name of WILFREDA LUXURY COACHES LIMITED (the "Company"). The Company has been operating holidays and tours for many years. It was established in 1949, operating coaches for all aspects of coach travel. Our Fair Trading Agreement sets out clearly and simply the obligations the Company has to you and you have to the Company when a contract is made between us. A contract is made between you and the Company when you make a booking and the Company accepts it by written confirmation. When signing the booking form you sign on behalf of yourself and the others named in your party. Any other subsidiary or related companies of the Company involved in the booking or management of your holiday act as the Company's agent.

### BOOKING AND DEPOSIT

In order to make a booking you must complete and sign a Booking Form and pay a deposit of £30.00 per person. The Booking Form and deposit must be sent to the Company at Eagle, Crooked Billet Street, Morton, Gainsborough, DN21 3AG or to one of the Company's agents. All deposits are held by the agents on your behalf until the Company sends confirmation of the booking to you. If part of your holiday is travel by air, rail or sea, the conditions of that carrier will apply to our contract. They may include limitations on your right to seek compensation. Copies of these conditions are available from the Company and will be provided to you on request.

### CONFIRMATION OF BOOKING

The Company reserves the unconditional right to refuse a booking or terminate a passenger's holiday if that passenger's conduct is considered to be unreasonable by the driver or courier or other representative of the Company. Examples of unreasonable conduct are set out in paragraph 13.2. When the Company has checked that it has available space on the holiday of your choice a confirmation invoice will be forwarded to you. This is normally within three weeks of receipt of your signed Booking Form and deposit and the contract is made when the Company dispatches this confirmation.

### BALANCE OF THE COST

The balance of the cost must be paid to the office at which you made the booking at least 6 weeks before the holiday departure date. If you book within 6 weeks of departure you must pay the full cost of the holiday at the time of booking. If you do not pay the balance of the cost within the time limit stated above the Company may cancel your holiday and retain a proportion of the cost as shown below.

### PRICE

Holiday costs include all coach travel, hotel accommodation and meals as specified in the holiday description and VAT where applicable. Some hotels may make a small additional charge for tea and coffee served after lunch and dinner. Unless specifically indicated in the tour itinerary or holiday description, entrance fees, guide fees, and city sightseeing tours are not included in the holiday cost. Some excursions are included in the price of holidays and refunds cannot be made for passengers not wishing to go on those excursions.

### AMENDMENTS TO YOUR BOOKING BY YOU

If, after your booking has been confirmed, you wish to change to an alternative holiday or change your departure dates, the Company will try to make the changes as long as you write to the Company and your request is received at least 6 weeks before the departure date. The Company may charge an administration fee of £5.00 per person per change. However, if the Company is unable to make your requested change, you may either continue with your unchanged booking or cancel your holiday. If you choose to cancel your holiday, the Company may retain a proportion of the cost as shown below.

### CANCELLATION OF YOUR BOOKING BY YOU

If you wish to cancel your holiday for any or all persons after your booking has been confirmed, you must write to the Company. Cancellation incurs administrative costs. The Company may retain your deposit as a contribution towards those costs together with a sliding scale of the costs of your holiday, depending upon the date of cancellation and the date of departure. You may be able to reclaim any amount retained by the Company from your holiday insurers. The non-refundable part of the cost of holiday will not be more than the amounts shown below:

Period before departure when written confirmation is received.	Maximum amount to be retained by the Company shown as a percentage of holiday cost.
More than 42 days	Loss of deposit
28 to 42 days	30%
14 to 27 days	45%
7 to 13 days	60%
1 to 6 days	100%

### AMENDMENTS TO YOUR HOLIDAY BY THE COMPANY

The arrangements for holidays shown in our publicity material are made many months in advance and changes are sometimes unavoidable. Most of these changes are minor but the Company will notify you as soon as it is reasonably possible. A "significant change" is one that involves changing your departure date (but not time), resort area, reducing the rating of your main hotel (but not single overnight hotels on touring holidays) or changes to the itinerary, which involve a destination being totally removed from the revised itinerary. In the event of a significant change you may decide to: continue with the holiday as amended; or accept any alternative holiday offered to you by the Company; or cancel your booking. If "Select Class Travel" is substituted for "Executive Coach Travel" – a refund of £10 per person will be refunded.

### CANCELLATION BY THE COMPANY

Some holidays will only take place if a minimum number of passengers have booked. If the minimum number has not been reached six weeks before the departure date, then the Company may cancel your holiday. If so, you will be notified as soon as possible, and you may choose another holiday or accept a refund in accordance with paragraph 9.

### REFUNDS

If a change to (or cancellation of) the booked holiday was caused by an event beyond the control of the Company, (including hostilities, war, riots, terrorist activity, industrial disputes, natural disasters, fire, flood, epidemics or on advice from any government or other official body, transport breakdown, port closures, or adverse weather conditions) then the Company shall have no liability to you. In other instances the Company will pay compensation of up to [110%] of the cost of the holiday. You are strongly advised to obtain holiday cancellation insurance.

### INSOLVENCY (FINANCIAL SECURITY)

How is my money protected? We subscribe to the Code of Conduct of the Bonded Coach Holidays Group (BCHG) of the confederation of Passenger Transport UK. BCHG requires a bond to be taken out to provide protection for your holiday money in the unlikely event that a member cannot, for financial reasons, carry out their obligation to their passengers. BCHG Customer Guarantee – The BCHG guarantees to bona fide customers that in the event of failure of a bona fide member, it will: 1. Wherever possible, arrange for a holiday or tour to be completed; 2. Where failure occurs after a holiday has begun, arrange for customers to be returned by an appropriate means of transport to their UK area of departure; 3. If the holiday or tour cannot be completed as planned, the reimbursement of payments made by the customer to the BCHG Member, other than payments by credit card.

### COMPLAINTS

If you have a complaint during your holiday please bring the matter to the immediate attention of our courier/driver, hotel manager or resort representative who will do their best to help you straight away. If you are still dissatisfied you must write to the Company within 14 days of the completion of your holiday. Please quote your name, holiday reference number, departure date and forward all relevant information. All complaints received are thoroughly investigated and you will be kept informed at each stage of the investigation. Sometimes the investigations can take time awaiting response from hoteliers. Please allow up to 28 days.

### LIABILITY OF THE COMPANY

We make every effort to make proper arrangements for all holidays advertised in our publicity material and that the suppliers of the services you enjoy during your holiday are efficient and reputable. In order to keep holiday costs low, we limit the compensation you can claim from the Company. Nothing in these conditions excludes or limits the liability of the Company for death or personal injury caused by the Company's negligence or fraudulent misrepresentation. The Company will not be liable for any loss or damage in circumstances where there is no breach of a legal duty of care owed to you by the Company, its employees or agents or if such loss or damage is not reasonably foreseeable.

### GENERAL

Departure points and times: You are responsible for making sure that you are at the correct departure point at the stated time. It is important that you make yourself conspicuous at the departure point as occasionally we may use other companies' vehicles on transfer services including taxis, feeder coaches, private hire cars etc. If any departure is more than 12 hours late, and the delay is within the Company's reasonable control, the Company will pay reasonable expenses resulting from its failure to keep to the specified timetable.

Holiday prohibitions: During the holiday you may not:

- smoke at any time on the coach;
- behave in an unreasonable manner which may upset or jeopardise the safety of other passengers;
- bring a pet or any other animal (other than a guide dog by prior arrangement);
- play a radio or cassette player on the coach.

Hotel accommodation: Our reference to "hotel" covers all accommodation and does not necessarily distinguish between local classifications such as "Gasthof" or "Pension". Many hotels are comprised of two or more separate buildings and we make no distinction between use of the main part of the hotel and any annexe or buildings nearby.

Your Bedroom: The costs of holidays are per person based on the occupancy of a twin or double bed bedroom. Please note, the Company will in most cases be able to allocate a twin or double-bedded room according to your requirements. However, for European tours, a continental style twin bed may be used. This would normally be a large framed bed with separate mattresses but the exact type of bed may vary.

Single rooms: A limited number of single rooms are available for most holidays. Do note, however, that often these single rooms are not as large as twin bedded rooms. It is not the policy of the Company to profit unnecessarily from the charging of single supplements. The supplements only represent the extra costs charged by hoteliers and agents for single rooms. Triple rooms: Please note that triple rooms are normally a twin or double-bedded room with an extra bed (which may be of the folding type). Please, therefore, bear in mind when booking a triple room that the amount of space will be limited.

### INSURANCE

Insurance is desirable on all holidays. The Company will not accept bookings for Continental and Channel Islands holidays in excess of three days duration unless you have arranged travel insurance. The Company offers a special insurance, which will enable the driver/courier in most situations to deal with any emergency promptly and without the need to initially check the documentation. If you do not take out our recommended insurance for these types of holiday you must state your insurer's name, policy number and emergency telephone number. We reserve the right to refuse any booking if we are not satisfied with your insurance policy. Should no insurance cover be shown on the Booking Form with regard to Continental and Channel Island holidays of more than three days duration we will charge you for providing cover in accordance with our recommended policy.