



COACH TRAVEL INCLUSIVE HOLIDAYS TERMS AND CONDITIONS

HOLIDAY DESTINATION AND ACCOMMODATION

Unless otherwise stated, all Marine Travel holidays are at the Livermead House Hotel and Corbyn Head Hotel in Torquay, Devon. AA/RAC Three Star, English Tourist Board Four Crown classification and Commended grading. These hotels form the group known as Rew Hotels Ltd. All hotel rooms offer en suite facilities (shower and/or bath and W.C.), colour television, radio, direct dial telephone, hairdryer and tea and coffee making facilities. Hotel facilities include a restaurant, bar and lounges, leisure facilities, heated outdoor pool, (June – October), sauna, solarium, squash, snooker, 3 acres of garden and regular evening entertainment.

MEAL ARRANGEMENTS

Unless otherwise stated, Marine Travel Holidays include full English Breakfast and dinner on a daily basis, (vegetarian alternatives also offered daily). Meal arrangements may alter at Christmas and on special excursions and are detailed on any specific programme information.

TRAVEL ARRANGEMENTS

Travel is by Marine Travel coach. Should it, occasionally, due to time restrictions, become necessary to limit the number of pick ups made by the Marine Travel vehicle to shorten travelling times for our passengers, a feeder vehicle may be used, usually for only part of the journey. When this does occur, Marine Travel passengers will be advised in advance.

ITINERARY

Pick-up and return dates from your local pick-up point are as specified on the current Marine Travel programme. These dates and your pick-up point are then also detailed again to you on your letter of confirmation. When booking your holiday an APPROXIMATE pick-up time from your local point may be requested. Exact times are available from Marine Travel, (Telephone: 01803 290380), 7 days prior to your holiday. Please phone for the confirmation of your pick-up time, as the number of pick-up points on the journey to Torquay may differ from holiday to holiday from your area. Exact times cannot be confirmed until all bookings for your specific holiday have been received by Marine Travel.

PAYMENT DETAILS

A fully completed Marine Travel booking form and a non-returnable deposit of £35.00 per person is required within 7 DAYS of a provisional booking being made. All booking forms and deposits should be sent to the respective hotel, i.e. Livermead or Corbyn. Booking forms and deposits not received within this time will result in the accommodation and travel being released.

It is strongly recommended that Holiday Cancellation Insurance is taken up by Marine Travel guests as cancellation of your holiday will result in any accommodation remaining unlet during the time of your holiday being charged for.

Rew Hotels Ltd operates a Holiday Insurance Cover Scheme, details of which are enclosed and unless specifically indicated by you that you do not require insurance cover on the booking for an appropriate amount of your deposit will be allocated to cover the cost of the insurance premium.

The balance of the cost of the holiday is due 14 days prior to the date of arrival and should be forwarded to Rew Hotels Ltd at the appropriate hotel, with the completed tear off slip at the bottom of your letter of confirmation from the hotel. For late bookings made within 14 days of the holiday, full payment is required with your completed booking form. Should these payment conditions not be adhered to, Marine Travel reserves the right to cancel your booking. ALL CHEQUES SHOULD BE MADE PAYABLE TO REW HOTELS LIMITED.

CANCELLATION OF YOUR HOLIDAY BY MARINE TRAVEL

1. If Marine Travel does not receive the minimum number of bookings required to operate a particular holiday by 21 days prior to the departure date, the possibility of the cancellation of that holiday will be notified to customers by 14 days prior to departure.
2. If a holiday becomes impracticable or inadvisable by reasons of hostilities, political unrest or, without limitation, any other unusual or unforeseen circumstances beyond Marine Travel Control, the holiday will be cancelled.

If your holiday is cancelled for either of the above reasons, Marine Travel will offer an alternative holiday which you may accept, in which case Marine Travel will refund the difference between the price of the original holiday and the alternative holiday, (if the alternative holiday is less expensive), or the customer will be required to pay the difference between the price of the alternative holiday and the original holiday if the alternative holiday is more expensive. The customer will be entitled to a full refund of all money paid should Marine Travel not offer an alternative holiday or if the customer does not wish to accept any alternative offered.

HOLIDAY PRICE

The price of your holiday is as detailed both on the Marine Travel holiday programme and in the letter of confirmation from Rew Hotels Ltd and is inclusive of service and VAT at the current rate. The price is fully guaranteed and will not be subject to any surcharges. The price does not include after dinner coffees, the cost of any optional tours offered during the holiday, lunches, or any admission charges to any local or visited attractions.

Sea view and deluxe rooms, if requested, carry a supplement and this charge will be confirmed verbally to you at the time of booking and again in your written confirmation.

(An alteration in price may be necessary should the rate of VAT be changed by H.M government.)

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 initially by telephone and then confirmed in writing by the person signing the booking form. Marine Travel will retain the non-refundable deposit paid to cover the administrative expenses of any cancellation. Should the cancelled hotel accommodation remain unlet for the duration of the holiday, two thirds of any balance paid less the deposit, will be retained by the hotel to cover the loss of business.

However, if the reason for cancellation is covered under the terms of an insurance policy you may be able to reclaim these charges. Please see the holiday insurance scheme details enclosed with this information.

CHILDREN

By the very nature of coach inclusive holidays, Marine Travel regrets that children under the age of 4 years cannot be carried. Bookings for children over the age of 4 will be accepted subject to coach seat and hotel accommodation availability.

Children's rates when sharing a bedroom with 2 adults are:

4 & 5 years - 25% of adult rate

6 - 12 years - 50% of adult rate

13 - 16 years - 75% of adult rate

plus £10 coach travel supplement per child.

Children pay full adult rate when occupying their own room.

WHEELCHAIRS

Marine Travel regrets that bulky items of extra luggage, wheelchairs etc., cannot be carried on the coach. A WHEELCHAIR WILL BE CARRIED ON ARRIVAL AT THE HOTEL.

OPTIONAL VISITS AND EXCURSIONS

Unless otherwise stated in the Marine Travel programme, no visits or excursions are included in the price of your holiday.

Optional half and full day excursions may be offered by Marine Travel during the holiday, any details and charges of which will be advised on the day of travel.

SPECIAL REQUIREMENTS

Should you have any special requirements which need to be arranged by Marine Travel or Rew Hotels Ltd, these are to be verbally requested at the time of booking and confirmed by you in writing on the Marine Travel booking form. Until these requirements have been confirmed back to you by the hotel in the holiday confirmation letter, the requirements should not be considered either available or to have been arranged.

Items sometimes requested include foam or extra pillows, bedboards, dietary requirements, (vegetarian low fat foods).

COMPLAINTS

If you have a complaint during your holiday you must inform the Marine Travel driver if it concerns travel or the Duty Manager at the hotel regarding hotel accommodation, food or service. Every effort will then be made to remedy any problem immediately. If you feel that satisfaction has then not been restored, a written letter of complaint should be received by Rew Hotels Ltd within 14 days at the end of your holiday. This letter will then receive the attention of the hotel manager and proprietor.

HOLIDAY PROTECTION

In the event of either Marine Travel or Rew Hotels Limited becoming insolvent, any monies received from you are protected by PASSENGER PROTECTION INSURANCE.

DOGS

Dogs cannot be carried by Marine Travel.

**FOR THE COMFORT OF ALL MARINE TRAVEL CUSTOMERS, COACHES
ARE DESIGNATED NON-SMOKING VEHICLES.**