



COACH TRAVEL INCLUSIVE HOLIDAYS

TERMS & CONDITIONS

HOLIDAY DESTINATION & ACCOMMODATION

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

MEAL ARRANGEMENTS

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

TRAVEL ARRANGMENTS

Travel is by Marine Travel coach. Occasionally, due to time restrictions, it may become necessary use a feeder vehicle this is 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 detailed again to you on your letter of confirmation. Exact times are available from the hotel (Contact 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, holiday to holiday, from your area.

PAYMENT DETAILS

A non-refundable deposit of £15.00 per person per night is required, within 7 days of a provisional booking being made. 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 cancellation charges being applied.

The balance of the cost of the holiday is due no later than 28 days prior to the date of the arrival and payment can be made by Card Payment over the phone, or alternatively by Post. Please return payment with the completed tear off slip at the bottom of your letter of confirmation.

For late bookings made within 28 days of the holiday, full payment will be required. 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 LTD and sent to The Livermead House Hotel, Sea Front, Torquay, TQ2 6QJ.

CANCELLATION OF YOUR HOLIDAY BY MARINE TRAVEL

If Marine Travel does not receive the minimum number of bookings required to operate a particular holiday by 21 days prior to the arrival date, the cancellation of that holiday will be notified to customers at that time.

If a holiday becomes impractical 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 the 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.

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.

The Management reserves the right to alter its terms, conditions and printed matter at any time without prior notification to its customers.

CHILDREN

By the very nature of coach inclusive holidays, Marine Travel regrets that Children under 4 years of age cannot be carried. For any bookings with Children, please call the Hotel to discuss further 01803 290380

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. Marine Travel will retain the non-refundable deposit paid to cover the administrative expenses of any cancellation. However, if the reason for cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

CANCELLATION CHARGES OR AMENDMENTS

- CANCELLATION UP TO 29 DAYS PRIOR = LOSS OF DEPOSIT
- CANCELLATION 28 DAYS TO THE DAY OF ARRIVAL = 100% LOSS
- AMENDMENT UP TO 29 DAYS PRIOR = TRANSFER OF DEPOSIT
- AMENDMENT 28 DAYS TO THE DAY OF ARRIVAL = 50% LOSS AND 50% TRANSFER.

FOLDING WHEELCHAIR OR SCOOTERS

The coach can only carry lightweight foldable wheelchairs or scooters, space bookable in advance.

EXCURSIONS

Unless otherwise stated in the Marine Travel programme, two half excursions are included in the price of your holiday. Details will be advised locally during your stay. Any admission charges, if applicable, are not included.

SPECIAL REQUIREMENTS

Should you have any special requirements which need to be arranged by Marine Travel or Rew Hotels Ltd, these need to be verbally requested, at the time of booking, and are subject to availability.

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 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.**