

 *Access Travel*

2021

Holidays & Short Breaks



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www.accesscoaches.co.uk

Welcome

Hello everyone,

Welcome to our first Access Travel holiday brochure. It's been a bit of a mission to get this far due to Covid scuppering, or at the very least, changing our plans...several times! We've got to the point of having everything booked & the brochure ready to go about 3 times, only to have to go into lockdown again (so frustrating!). Hopefully, this is it now as more & more people have their vaccinations & this (much reduced) programme will be able to go ahead. Some of you may have already travelled with us on our (again severely curtailed) day excursion programme at the tail end of last summer in the brief window of opportunity between lockdowns. We thank you for coming on-board.



So, who are Access Travel? Let me introduce ourselves – I'm Gary. Like Skinners, we're a family business. Started in 1965 by my father, Hugh. I joined the business in 2008 after working in other areas for several years. Sadly my father passed away in 2019, but his widow Hazel, although no longer involved with the day-to-day running of the business, is still very much a part of the company & my sister Linda is the person most of you will have spoken to when calling the office. Those of you who travelled with Skinners will recognise Daniel, who came to us when they retired. I look forward to seeing you on a tour or day excursion soon. If you have any questions, don't hesitate to give us a call.

Gary Cole, Director

Please Note: In these most strangest of times, we are hoping to operate the whole programme as published overleaf, however, some of the places we visit may have limited access due to Covid restrictions. This is out of our control & may be at very short notice. We hope that you understand & accept that this may be the case & that such closures don't spoil your holiday. Thank you for your understanding.

We reserve the right to use a coach with a different seating arrangement.

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Sidmouth

11th to 15th August

The picturesque town of Sidmouth on the south Devon Coast is charming and unspoilt, and a sanctuary from the excesses of modern day tourism. Famed for its wealth of fine architecture, the town centre offers an excellent range of individual shops and is a pleasure to browse.



£555 PER PERSON
No Single Room Supplement

What's Included

- ✓ All bedrooms are en suite with TV, telephone, WiFi & hospitality tray
- ✓ 5 nights Dinner, Bed & Breakfast, with Afternoon Tea on arrival
- ✓ Time to explore Salisbury, Widecombe-in-the-Moor, Princetown, Tavistock, Sidmouth, Seaton & Winchester
- ✓ Guided tour of Dartmoor
- ✓ Visit to the Donkey Sanctuary

ROYAL YORK & FAULKNER HOTEL Sidmouth

This magnificent Regency building, dating from 1810, enjoys an unrivalled position at the centre of Sidmouth's elegant Esplanade, adjacent to the picturesque town centre. Owned and personally run by the Hook family, resident proprietors for three generations, the hotel has earned a long standing reputation for hospitality and service.



Wednesday 11th August

Departing Brasted at 9.00am, we make our way to Salisbury where we shall have time to explore and find lunch before, in the early afternoon, continuing on to the Royal York & Faulkner Hotel, Sidmouth where we shall be greeted with afternoon tea.

Thursday 12th August

Today we have a full day guided tour of Dartmoor National Park which, with an area of 368 square miles, is the largest, and wildest, area of open country in southern England, famous of course for the tors, the Dartmoor ponies & the Hound of the Baskervilles. Our guide will join us at Bovey Tracey and will explain a little of the history and geology of the park during the day. We shall view Haytor, the best known granite tor in the National Park, Widecombe-in-the-Moor, Moretonhampstead, and Postbridge. Postbridge is one of the most photographed places on the moor; with its 800 year old clapper bridge and Princetown, the "capital" of the moor, and home of the infamous Dartmoor Prison. Here we shall have time to explore

and find lunch and maybe visit the Dartmoor National Park Visitor Centre. After lunch we continue our tour, visiting Tavistock, famous for its Pannier Market before dropping our guide off at Bovey Tracey on the way back to our hotel.

Friday 13th August

A day at leisure to explore this delightful seaside town.

Saturday 14th August

We start the day with a visit to the Donkey Sanctuary, where we shall have time to find morning coffee and meet some of the 500 donkeys there. We then make our way to Seaton, where we shall have lunch and explore. You may wish to take a trip on the Seaton Tramway (cost not included).

Sunday 15th August

Leaving the hotel after breakfast, we make our way to Winchester, where we shall have time to find lunch and explore before continuing our homeward journey, arriving back at Brasted in the early evening.

Peak District Delights

15th to 19th August

Join us as we explore the Peak District, England's first National Park, known for its breath taking views, historic houses, pretty villages and unique customs. We include a ride on the Ecclesbourne Valley Railway and a visit to the lovely Chatsworth House.



£520 PER PERSON

Single Room Supplement: £68

What's Included

- ✓ 4 nights Dinner, Bed & Breakfast
- ✓ All bedrooms are en suite with TV, WiFi telephone & hospitality tray
- ✓ Time to explore Oxford, Bakewell, Eyam, Ashbourne, Matlock Bath & Chesterfield
- ✓ Ride on Ecclesbourne Valley Railway

BEST WESTERN DERBY MICKLEOVER COURT HOTEL

Derby

The 4* Best Western Signature Derby Mickleover Hotel offers free WiFi, air-conditioned rooms and a leisure club including a swimming pool, sauna, spa bath & steam room.



© Visit England

Sunday 15th August

Departing Brasted we make our way to the world famous town of Oxford where we shall have time to explore and find lunch. Early afternoon we continue on to our hotel.

Monday 16th August

This morning we head to the picturesque old market town of Bakewell, set on the banks of the Wye in the heart of the Peak District National Park, it is of course the home of the Bakewell Pudding. Here we shall have some time to stop for morning coffee before journeying on to the plague town of Eyam, our lunch stop. Early afternoon we continue on to Chatsworth House, where we shall be free to explore one of England's most beautiful houses and of course the 105 acre gardens with their 300 year old Cascade. Returning to the hotel late afternoon.

Tuesday 17th August

After a leisurely breakfast we make our way to Ashbourne, a fine Georgian market town famous for its gingerbread and mineral water. Here we shall be free to explore and find lunch before, in the early afternoon, making the short journey to Wirksworth. Here we shall have time to have a look around the

Ecclesbourne Valley Railway museum and shop before boarding a heritage diesel train for the 9 mile journey to Duffield through one of Derbyshire's most lovely and unspoilt valleys. Named after the River Ecclesbourne, the track follows the river from its source to its confluence with the River Derwent at Duffield. Here we re-join the coach for the journey back to our hotel.

Wednesday 18th August

This morning we drive to the former spa town of Matlock Bath set in picturesque scenery among the limestone hills, where we shall be free to explore and find lunch. Among the many attractions to enjoy are the Mining Museum, the aquarium and the Life in a Lens Museum, plus, of course, the cable car to the Heights of Abraham, to see the spectacular views (cost not included). Early afternoon we make our way to Chesterfield, where the Peak District meets Robin Hood Country and the church's 228ft crooked spire leans nearly 9ft from its true centre and moves a little further every year.

Thursday 19th August

Today we say goodbye to the Peak District and head south, making stops en route and arriving back at Brasted in the early evening.

Sidmouth Cream of Devon

21st to 25th September

Sidmouth welcomes you, season by season, with incomparable floral displays and Regency architecture. Its curving bay traps the sun along its sheltered shore and there are breath-taking views across timeless landscapes. The Esplanade, with its dignified Regency buildings enhanced by lovely floral displays, overlooks a sunny beach and many of the shops have retained the personal service and friendliness one would expect from a country town.



What's Included

- ✓ All bedrooms are en suite with TV, telephone, WiFi & hospitality tray
- ✓ 4 nights Dinner, Bed & Breakfast
- ✓ Time to explore Sidmouth, Exmouth & Lyndhurst
- ✓ Entry to Kingston Lacy
- ✓ Boat trip on River Exe
- ✓ Entry to Bicton Park Botanical Gardens

ROYAL YORK & FAULKNER HOTEL Sidmouth

This magnificent Regency building, dating from 1810 enjoys an unrivalled position at the centre of Sidmouth's elegant Esplanade, adjacent to the picturesque town centre. Owned and personally run by the Hook family, resident proprietors for three generations, the hotel has earned a long standing reputation for hospitality and service.



Tuesday 21st September

Departing Brasted we make our way to Kingston Lacy, an elegant country Mansion and Estate near Wimborne Minster. Home to one of the finest private collections of paintings in Britain with work by Rubens, Van Dyke, Tintoretto, Titian and Brueghel, Kingston Lacy was the home of one of the most powerful families of Dorset – the Bankes family. Stroll around the Japanese Garden, complete with authentic tea house, take a sheltered walk through the woodland and visit the Orchid House. Following our visit, we continue our journey to Sidmouth, where we shall have some time to relax before dinner.

Wednesday 22nd September

After a leisurely breakfast we make our way to Bicton Park Botanical Gardens, home to many rare plants with origins from all parts of the world, including one of the finest collections of trees in Britain. Here we shall be at leisure to explore the 63-acre park. Visit the glasshouses, the Italian Garden, the Shell House or take a trip down memory lane at the Countryside Museum and see many restored artefacts and machinery of rural life from days gone by. You may wish to take a 25 minute ride on the Bicton Woodland Railway through the majestic trees in the Pinetum to the Hermitage at the far end of the gardens before

returning alongside the lake (cost not included). Early afternoon we continue on to Budleigh Salterton, where we shall have some time to explore before returning to Sidmouth.

Thursday 23rd September

A day at leisure to explore this delightful seaside town, with afternoon tea at the hotel from 3.30pm to 4.30pm.

Friday 24th September

This morning we travel to Exmouth, one of Devon's most beautiful, vibrant and oldest towns, where you will have time to explore and find lunch. Early afternoon we board a river boat for a delightful cruise on the always calm and sheltered waters of the beautiful River Exe. As we cruise, we shall enjoy a Devon cream tea accompanied by a full, entertaining commentary on the sights including Cockwood, Starcross and Powderham Castle. After the cruise we return to our hotel in time for our evening meal.

Saturday 25th September

After breakfast we say goodbye to our hotel and make our way to Lyndhurst in the heart of the New Forest. Here we shall have time to find lunch and browse the shops before continuing our homewards journey. Arriving back in Brasted in the late afternoon.

Cardigan Festive Break

13th to 17th December

Shake off those winter blues and join us for a festive break in Cardigan, West Wales, gateway to the Teifi Valley. We take a ride round the Pembrokeshire National Park, visiting the UK's smallest cathedral city: St David's, take a trip along the coast to Aberystwyth and visit the delightful Aberglasney Gardens. In the evenings, enjoy a festive programme in the hotel, including Christmas themed dinner and New Year themed dinner.



£440 PER PERSON

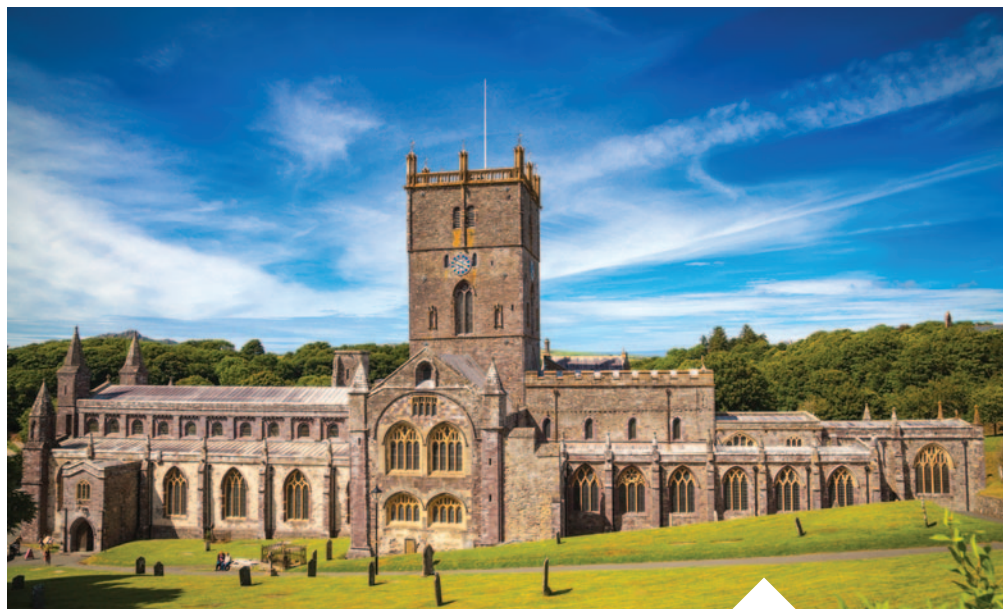
Single Room Supplement: £40

What's Included

- ✓ 4 nights Dinner, Bed & Breakfast
- ✓ All bedrooms are en suite with TV, WiFi telephone, ironing facilities & hospitality tray
- ✓ Time to explore St David's & Aberystwyth
- ✓ Festive Programme at the hotel, including Christmas themed dinner & entertainment
- ✓ Full day tour of the Pembrokeshire National Park
- ✓ Entry to Aberglasney Gardens

THE CLIFF HOTEL & SPA, GWBERT Cardigan

This family-owned 3* hotel is set high up on a headland overlooking Cardigan Bay surrounded by Pembrokeshire Heritage Coastline. The Hotel has a lift. Leisure facilities include a heated indoor Hydro Spa, Sauna, Jacuzzi and Steam Room. Spa and Beauty Treatments are available, for which we recommend advance booking



Monday 13th December

Departing Brasted in the morning we make our way west towards Cardigan, making stops en route and arriving at our hotel late afternoon, where we shall be greeted with mulled wine and mince pies.

Tuesday 14th December

Today we enjoy a full day drive through the Pembrokeshire Coast National Park. Our tour includes St. David's, the smallest cathedral city in Britain. The Cathedral dominates what is really only a small attractive village, and was a popular pilgrimage destination throughout the Middle Ages, still attracting thousands of visitors today.

Wednesday 15th December

After a leisurely breakfast, we make our way to Aberglasney House and Gardens. Here we shall be free to explore the 10 acres of magnificent gardens, including the Cloister Garden, widely considered to be Aberglasney's "most extraordinary and legendary

feature". Bounded by a three-sided arcaded walkway made of solid stone, this parapet walkway is the only known surviving structure of its kind left in the UK. Don't miss the Ninfarium, which was completed in 2005 and houses many sub-tropical and exotic plants thanks to a glass atrium having been built above the ruinous central rooms of the mansion. Returning to the hotel mid afternoon, giving time to enjoy the spa facilities before supper.

Thursday 16th December

We follow the coast to the university town of Aberystwyth today, where we shall have time to explore and maybe do some last minute Christmas shopping before returning to the hotel mid afternoon.

Friday 17th December

Taking our leave of the hotel this morning, we make our way home. Making comfort stops en route, we arrive back at Brasted in the early evening.

Trading Charter & Booking Conditions

ACCESS TRAVEL KENT TRADING CHARTER (AND BOOKING CONDITIONS)

1. FINANCIAL PROTECTION Your contract is with Coach Travel Ltd T/A Access Travel Kent of The Coach Yard, Westerham Rd, Brasted, Kent, TN16 1HJ. When you book a holiday with us, which doesn't include a flight, the money you pay us for the booking will be held in a Trust Account until your return. The trustees are Mr S and Mrs D Skinner, who can be contacted via post at The Coach Yard, Westerham Road, Kent TN16 1HJ. The account is held at The Yorkshire Building Society. There is no financial protection if you purchase just transport or accommodation-only from us. The combination of travel services offered to you is a package holiday within the meaning of the Regulations. Therefore, you will benefit from all rights applying to package holidays. Access Travel Kent will be fully responsible for the proper performance of the holiday and providing assistance if you are in difficulty. Your key rights will be in the details of the tour which will be provided prior to booking.

2. BOOKING AND PAYMENT When a booking is made, the 'lead name' on the booking guarantees that he or she is 18 or over and has the authority and accepts on behalf of the party the terms of these booking conditions and pays the deposit indicated in the brochure and as confirmed in the pre-contract information. After we receive your booking and all appropriate payments, if the arrangements you wish to book are available, we will send you or your booking agent a confirmation invoice within 14 days. This confirmation will include any special requests we have agreed. All monies paid to your booking agent are held by them on your behalf until we issue our confirmation invoice, thereafter your booking agent holds the money on our behalf. A binding agreement will come into existence between us when we dispatch this invoice to the 'lead name' or your booking agent. Please check the confirmation carefully to ensure all the information is correct. This contract is governed by English Law, and the exclusive jurisdiction of the English Courts.

Single occupancy of rooms, when available, may be subject to a supplementary charge and these will be shown in the brochure. You can book by paying a deposit for each person named on the booking but our commitment is always conditional upon the balance being paid as below;

Deposit £50.00 per person.

The balance of the price of your holiday must be paid at least 8 weeks before your departure. If you book within our balance due period, you will need to pay the total holiday cost at the time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit, and apply the cancellation charges set out in the paragraph below. The date of cancellation will normally be the date we receive your written confirmation that you intend to cancel or 15 days after the balance due date, whichever comes first.

Where optional items are purchased as part of the holiday, these are payable on the balance due date except where items, such as

theatre tickets, have been specifically purchased for you. In this case the cost will be payable at a separate date notified to you and will not normally be refunded unless we obtain a refund from the supplier we use.

3. BROCHURE ACCURACY Although Access Travel Kent make every effort to ensure the accuracy of the brochure information and pricing, regrettably errors do sometimes occur. You must therefore ensure you check the price and all other details of your holiday with us at the time of booking and when you receive our confirmation invoice

4. OUR PRICING POLICY Access Travel Kent endeavour to ensure that the most up to date and correct prices are shown in our brochure. Occasionally, an incorrect price may be shown, due to an error. When we become aware of any such error, we will endeavour to notify you at the time of booking (if we are then aware of the mistake) or as soon as reasonably possible. We reserve the right to cancel the booking if you do not wish to accept the price which is applicable to the holiday. Local Authorities in many towns and cities throughout Europe have introduced new tourist taxes which must be paid directly to the hotel by all guests in person. These taxes are not included in our prices but we will notify you when applicable.

Holiday prices include all travel, hotel accommodation and meals as specified in the holiday description and VAT payable in the UK where applicable. The price of the holiday will not be subjected to any surcharges except those arising from exchange rate changes, transportation including the price of fuel, air & ferry operator fares and tolls, embarkation or disembarkation fees at terminals, duties and taxes (including the rate of VAT). Even in these cases we will absorb the cost equivalent to cost of the first 2% of the holiday price. Amounts more than this plus £1 administration fee and Travel Agents commission will be surcharged to you. If this means the total cost of the holiday increases by more than 8% then you are entitled to cancel your holiday and receive a full refund of all monies paid except any insurance premium and amendment charges. We will communicate the options with you either through email or letter, with a reminder if necessary. If you exercise the right to cancel we must receive written notice within 20 days of the date of the surcharge invoice.

5. IF YOU CHANGE YOUR BOOKING If, after our confirmation has been issued, you wish to change to another of our holidays or change departure date, we will do our utmost to make the changes, but we cannot guarantee to do so. However, notification must be received in writing at our offices from the person who signed the booking form, at least 8 weeks before departures. This must be accompanied by a payment of £10 to cover our administrative costs, plus costs we incur in making the amendment. Alterations cannot be made within 8 weeks of departure and any such request for an alteration will be treated as a cancellation of the original booking and will be subject to the

cancellation charges set out in paragraph below. Some arrangements cannot be changed without paying a cancellation charge of up to 100% of the ticket cost.

6. TRANSFERRING YOUR BOOKING You can transfer your booking to somebody else but the person must satisfy all the conditions of the holiday and you must inform us either by letter or email no less than 7 days before departure. This transfer will cost £20 plus reasonable costs to make the transfer. You will remain responsible for ensuring payment before the balance due date. This is in addition to (and does not affect) the separate liability of the transferee to us.

7. IF YOU NEED TO CANCEL YOUR HOLIDAY You or any member of your party, may cancel your holiday at any time provided the cancellation is made by the person signing the booking form and is communicated to us in writing via the office who made your original booking. You must pay cancellation charges to cover our administration costs and to compensate for the risk of us not reselling the holiday. If the holiday is resold a refund will be made. Your cancellation will take effect from the date on which we or our agent receive your written confirmation of your cancellation. You must also return any tickets or vouchers you have received. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy of rooms. Where bought in supplies, such as ferries, hotel accommodation etc have been bought in on your behalf, and where the terms and conditions of the supplier are non-refundable, these products will be charged to you at the full retail rate. If this applies, the non-refundable items will be deducted from your holiday costs and the following scale of charges will be applied to the remainder:

Period before departure within which written cancellation of package price is received	Charge as a % of total package cost
More than 42 days	Deposit only
28 – 42 days	30% or Deposit, if greater
14 – 27 days	45%
7 – 13 days	60%
0 – 6 days	100%
Departure day or later including voluntary termination during the package	Total package cost

In the event of unavoidable and extraordinary circumstances occurring at the place of destination or its immediate vicinity and which significantly affect (a) the performance of the package or (b) the carriage of passengers to the destination, the traveller may terminate the package travel contract before the start of the package without paying any termination fee.

8. ALTERATIONS TO YOUR HOLIDAY BY US We hope that we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make minor changes. We reserve the right to do this at any time. We will let you or your booking agent know about any important changes as soon as possible, including the minimum number of passengers required on the trip. If after booking, and before departure, we make a major change to your holiday, you will have the option of withdrawing from the holiday without penalty or transferring to another holiday without any charge. In either case, we will pay you compensation, according to the scale set below. A major change includes the time of your departure or return time by more than 12 hours, a change in departure point, location of resort or type of hotel, a change in cross channel travel, or specification of the coach. If we tell you about any of these changes after we have confirmed your holiday booking (other than force majeure), you may either:

- accept the new arrangements offered by us; or
- accept a replacement holiday from us of equivalent or similar standard and price (at the date of the change), if we can offer you one; or
- cancel your holiday with us and receive a full refund of all monies

Either way, we will pay you compensation, using the Compensation table shown,

Period before departure in which significant change is notified to you or your agent	Amount per person
More than 42 days	Nil
28 – 42 days	£10
14 – 27 days	£15
7 – 13 days	£20
0 – 6 days	£25

IMPORTANT NOTE Compensation will not be payable if the holiday is cancelled because the number of persons booked is less than the number required, or for events beyond our control, which include: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; hurricanes and other actual or potential severe weather conditions and any other similar events. You are also advised to check with The Foreign and Commonwealth Office Advice Unit regularly at www.fco.gov.uk/travel prior to travel.

All holidays operate if the minimum number of participants is met. However, in no case will we cancel your holiday less than 8 weeks before the scheduled departure date, except where you have failed

Booking Conditions *Continued*

to pay the final balance or because of force majeure (force majeure means an event which we or the suppliers of the services in question could not foresee or avoid and is therefore beyond our control). Note that where the package travel contract is terminated under paragraph 7, the traveller is entitled to a full refund of any payments made for the package, but is not entitled to additional compensation.

9. OUR RESPONSIBILITY TO YOU We accept responsibility for ensuring the holiday which you book with us is supplied as described in our publicity material and the services offered reach a reasonable standard and if you are in difficulty we will assist you. If any part of our holiday contract is not provided as promised, you may terminate the contract without paying a termination fee and we will pay you appropriate compensation if this has affected your enjoyment of your holiday. We will however, not be liable if there are any unforeseeable or unavoidable actions of a third party not connected with our travel services, or there were unavoidable or extraordinary circumstances, or the lack of conformity is due to a traveller in the party. We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of twice the value of the original holiday cost (not including insurance premiums and amendment charges). We accept responsibility for death, injury, or illness caused by the negligent acts and/or omissions of our employees or agents together with our suppliers and sub-contractors, servants and/or agents of the same whilst acting within the scope of, or during their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law. In respect of carriage by air, sea, tunnel and rail and the provision of accommodation our liability in all cases will be limited in the manner provided by the relevant international convention.

If we make any payment to you or any member of your party for death or personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to act against the person or organisation responsible for causing the death, personal injury or illness. This clause does not apply to any separate contracts that you may enter for excursions or activities during or outside of your holiday. If you or any member of your party suffer death, illness or injury whilst overseas arising out of an activity which does NOT form part of your holiday, we may offer guidance and where legal action is contemplated and you want our assistance, you must obtain our written consent prior to any proceedings (We limit the cost of our assistance to you or your party to £5,000 per party)

10. IF YOU HAVE A COMPLAINT If you have a problem during your holiday, please inform your Tour Manager, your driver or the relevant supplier/resort representative immediately who will endeavour to put things right. If your complaint cannot be completely resolved locally, you must complete a Holiday Report Form which can be obtained by your driver or local representative, which you should keep. Our contact number, for unresolved complaints will be our office number on 01322 660055 (open in

office hours). If you remain dissatisfied please follow this up within 14 days of your return home by writing to Access Travel Kent giving your original booking reference number and all other relevant information, including the reference of the Holiday Report Form. It is therefore a condition of this contract that you communicate any problem to the supplier of the services in question AND to our representative whilst in resort and obtain a written report form. If you fail to follow this simple procedure, we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem.

11. OUR COACHES We will always use our reasonable endeavours to provide a coach to the specification in our brochure or advert, but reserve the right to substitute an alternative vehicle should there be unforeseen circumstances. There is a seating plan but in some cases, operational reasons may require a coach with a different configuration. We reserve the right to alter a coach seating plan and allocate seats other than those booked. Single passengers may be required to share a double seat with other single passengers. When your booking is confirmed, you will be offered the best seats that are available at that time. If you feel that you require two seats, then these must be booked and paid for in advance, at the time of booking. If you fail to do this and it transpires that the seat allocated to you is insufficient for your needs and there is no alternative seating available then you will be refused access to the coach and any payments made will be liable to forfeiture.

Specific seats will not be allocated on coaches operating a feeder service between joining points and main holiday departure points or on coaches that carry out transfers between airports, seaports etc.

12. HOTEL FACILITIES Some hotel facilities and entertainment may be withdrawn for routine maintenance or be subject to seasonal availability and provision of the facilities cannot be guaranteed. Single occupancy of rooms may be subject to a supplementary charge.

13. HEALTH AND SAFETY Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey for a long period. If you are planning to undertake a journey of more than three hours, you should consult your doctor if you have ever had DVT, pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, stroke, and heart or lung disease or if you have had major surgery in the past three months.

We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. Where we provide comfort stops you are encouraged to walk around. Exercise reduces any discomfort, which may be caused by periods of immobility.

NO SMOKING is allowed on our coaches (including E-Cigarettes) and we do not allow pets or any other animals, although we accommodate registered assistance dogs, but not on overseas holidays.

14. TRAVEL DOCUMENTS, ITINERARIES, PICK-UP POINTS AND PASSPORTS

You are responsible for ensuring you are at the correct departure point, at the correct time and with the correct documents. Access Travel Kent reserve the right to modify itineraries to conform with requests from competent authorities both within the UK and abroad.

Excursions which are included in the cost of your booking are detailed on the brochure page and refunds will not be made for excursions not taken. Optional excursions booked and paid for in resort do not form part of your booking. Admission fees to buildings may not be included in the price of the holiday, please check.

15. SPECIAL REQUESTS All special needs and requests, if agreed, should be entered on the booking form and be included in the confirmation of the holiday. These cannot be guaranteed except where confirmed as part of our holiday commitment to you and are detailed on your holiday booking confirmation. We are keen to ensure that we plan the arrangements for your holiday so that special needs and requests can be accommodated as far as possible. If you will need assistance, or may be unable to fully enjoy all aspects of your holiday you must tell us in advance so that we can maximise your enjoyment of the holiday. We will need to know if you will need special facilities in the hotel, taking part in the excursions or have difficulty boarding and travelling on the coach or other means of transport. Before booking your holiday, you should be sure that you and your party are both physically and mentally capable of completing the itinerary. If you need advice or further information either you or your booking agent should contact Access Travel Kent. If you will require a special diet please tell us at the time of booking, or as soon as you are medically advised, together with a copy of the diet.

16. PASSENGERS WITH DISABILITIES We want everyone to enjoy our travel arrangements. We are happy to advise and assist you in choosing a suitable holiday. But, as some of the accommodation and resorts featured may not cater for even minor disabilities, it is important that, when booking, you advise us of any disability, specific need or complex need you may have and any special requirements that will make sure the holiday is suitable. If a passenger requires personal assistance (for example, assistance with feeding, dressing, toileting, mobilising) then this passenger must travel with an able-bodied companion or carer and written confirmation that such assistance will be provided for the entirety of the holiday is required at the time of booking. Coach drivers/Tour Managers are unable to provide such assistance.

IMPORTANT You must tell us if you have an existing medical condition, disability or complex need that may affect your holiday or other group members' enjoyment of it before you book your holiday. We reserve the right to request a doctor's certificate confirming the passenger is fit to travel. If, in our reasonable opinion, your chosen holiday is not suitable for your medical condition or disability, we reserve the right to refuse your booking. You are responsible for bringing with you the proper clothing and

equipment, which we advise you about in our printed trip information. We want you to enjoy your holiday and will help you select an appropriate trip.

17. PASSENGER BEHAVIOUR We want all our customers to have a happy and carefree holiday. You are responsible for your behaviour and hygiene and the effect it may have on others. If you or any other member of your party is abusive, disruptive or behaves in a way that could cause damage or cause injury to others or affect their enjoyment of their holiday or which could damage property, we have the right to terminate your contract with us and we will have no further liability or obligation to you. The coach driver/representative, ship's captain, or authorised official is entitled to refuse you boarding if, in their reasonable opinion, you are unacceptably under the influence of drink or drugs or you are being violent or disruptive. If you are refused boarding on the outward journey we will regard it as a cancellation by you and we will apply cancellation charges. If on your return journey, we have the right to terminate the contract with you. We also request that mobile telephones are not used on the coach.

18. TRAVEL INSURANCE We strongly advise that you take out personal travel insurance for the trip. We have arranged that you may purchase comprehensive travel insurance from Towergate by visiting <https://towergatepip.b2travel.co.uk/customer/index.aspx>, which is outlined below. You may use an alternative insurer but you must advise us. The insurance should cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. If you do not have adequate insurance and require our assistance during your holiday, we reserve the right to reclaim from you any medical repatriation or other expenses which we may incur on your behalf which would otherwise have been met by insurers. You must advise us if you use an alternative insurer, the policy number and 24 hour contact number.

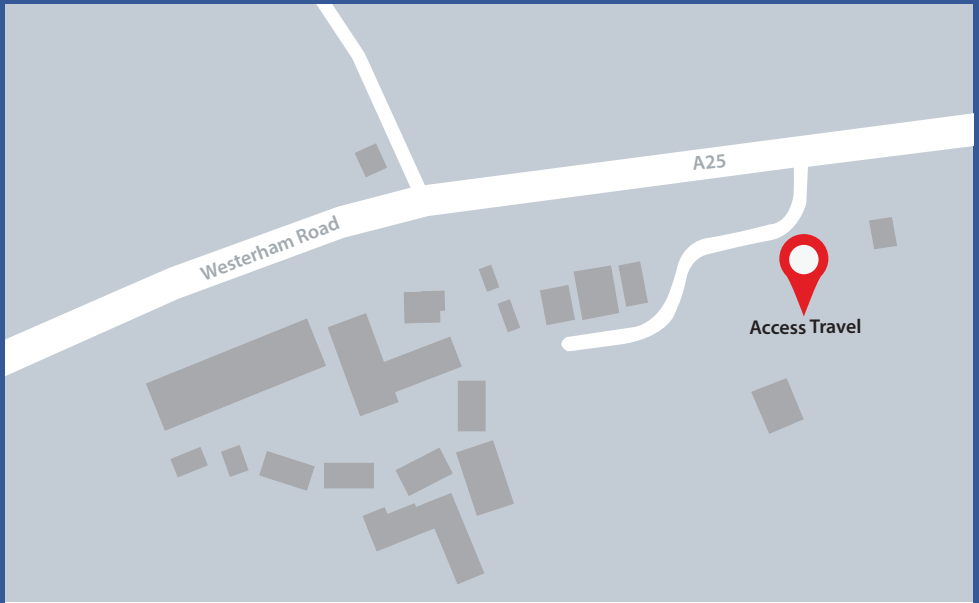
19. LUGGAGE Please restrict your luggage to a suitcase weighing no more than 20 kgs per person. We cannot accept responsibility for loss or damage to luggage unless through our negligence. Please do not leave valuable items in your suitcase when left on the coach. Please contact us for our policy on mobility scooters.

20. GENERAL DATA PROTECTION REGULATIONS We comply with the Data Protection Act 2018. Access Travel Kent is the data controller and our data protection manager is Gary Cole. Our data protection policy can be found at <https://www.accesscoaches.co.uk> or you can request a copy from Access Travel Kent, The Coach Yard, Westerham Road, Brasted, Kent, TN16 1HJ.

21. EMERGENCY CONTACT Our emergency contact details are Tel: 07887-871425..... Email: info@accesscoaches.co.uk

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Where to find us....



 *Access Travel*



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