



## Bonded Coach Holidays & ABTOT Trading Charter and Booking Conditions

### Financial Security

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, you will benefit from all EU rights applying to packages; Johnsons Coach Travel will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Johnsons Coach Travel have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that they become insolvent. Johnsons Coach Travel are members of the Bonded Coach Holiday Group of the Confederation of Passenger Transport UK Ltd. This is a government approved consumer protection scheme. This ensures that in relation to the coach package holidays described in this brochure (or website) that the clients' monies are protected by a Bond which may be called upon in the unlikely event of the members Insolvency. Clients are recommended to inspect the current membership certificate at our registered office or alternatively go to [www.bch-uk.org](http://www.bch-uk.org) or telephone 0207 240 3131 to confirm current membership.

Your attention is also drawn to the Bonded Coach Holiday Group Trading Charter that will apply to these coach package holidays. Details of the Package Travel and Linked Travel Arrangements Regulations 2018 can be found at [www.legislation.gov.uk/ukdsi/2018/978011168479/contents](http://www.legislation.gov.uk/ukdsi/2018/978011168479/contents).

### 1. FINANCIAL PROTECTION

Your contract is with Johnsons Coach Travel. When you book a holiday with us, which does not include a flight, the money you pay us for the booking will be protected by Bonded Coach Holidays (BCH) and the Association of Bonded Travel Organisers Trust Limited (ABTOT), this is a Government approved consumer protection scheme. The scheme will also ensure your repatriation in the event the company becomes insolvent. Our Trading Charter and Booking Conditions set out clearly and simply the responsibility we have to you and in turn, you have with us, when a contract is made. Please see the Consumer Guarantee at [www.bch-uk.org](http://www.bch-uk.org). There is no financial protection if you purchase just transport or accommodation-only from us. We fully comply with the Package Travel and Linked Travel Arrangements Regulations 2018. 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. Johnsons Coach Travel 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.

The Air Holidays in this brochure are ATOL Protected. The ATOL holder for each individual air tour is listed on the relevant tour page within our brochure and Johnsons are acting as an agent for these Tour Operators. In the unlikely event of their insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advanced booking. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

Your ATOL Financial Protection: When you buy an ATOL protected flight or flight inclusive holiday from us you will receive the relevant Tour Operators ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

The suppliers identified on your ATOL Certificate, will provide you with the Services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Your payments for Sea Cruise Holidays in this brochure are protected through our membership of the Association of Bonded Travel Organisers Trust Limited (ABTOT). We have provided a bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992. In the event of our insolvency, if you have not yet travelled you may claim a refund, or if you have already travelled, you may claim repatriation to the starting point of your holiday, which is your home.

### 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 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 Payments:

- £75 per person for all coach holidays in Britain and Europe.
- £50 per person for all 2 & 3 UK Short Breaks in our Great Breaks brochure
- £250 per person on all air holidays
- For all Ocean Cruise Holidays a 20% deposit is required on the total holiday cost

Cheques should be made payable to: Johnsons (Henley) Ltd. In some instances, your accommodation and tour providers require a higher deposit than that stated above. In these instances, we reserve the right to charge a higher deposit.

If you choose to purchase holiday insurance, the premium must be paid at the time of booking, in addition to the holiday deposit cost.

**Your balance is due 8 weeks before departure date for all British and European coach holidays. 10 weeks before departure date for all air holidays and 18 weeks for Cruise holidays.**

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 may 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 Johnsons Coach Travel 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

Johnsons Coach Travel 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. The currency exchange rate used in the holiday costings are based on rates as at the 1st October 2021.

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. This must be accompanied by a payment of £20 to cover our administrative costs, plus costs we incur in making the amendment. Alterations may not be able to be made within 6 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.

Where Air Travel and Ocean Cruises are included in your holiday the administration charge may differ dependant on the individual Airline or Cruise Company involved and the charge the charge they make for the transfer of a booking.

6. CAN YOU CHANGE THE PRICE OF MY PACKAGE AFTER YOU HAVE ISSUED THE BOOKING CONFIRMATION?

On all coach holidays, we operate a 'No Surcharge Guarantee'. The price of your coach holiday is fully guaranteed and will not be subject to any surcharges. All air and cruise holidays are subject to surcharges linked to fuel costs. The only surcharges which will apply are those levied by airlines or cruise companies which are beyond our control.

7. 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.

8. 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 (See Point 9) will be applied to the remainder:

9. SCALE OF CANCELLATION CHARGES

You may cancel your holiday without paying any termination fee before the start of the holiday, in the event of unavoidable and extraordinary circumstances occurring at the place of destination or its immediate vicinity, for instance, if there are serious security problems at the destination which are likely to affect the package.

10. ALTERATIONS TO YOUR HOLIDAY BY US

Period before departure within which written cancellation of package price is received	Amount of cancellation charge as a % of total package cost
COACH HOLIDAYS	
More than 42 days	Deposit only
28 - 42 days	30% or deposit, if greater
14 - 27 days	45%
7 - 13 days	60%
1 - 6 days	100%
Departure day or later including voluntary termination during the package	Total package cost
AIR HOLIDAYS	
More than 56 days	Deposit only
42 - 56 days	45% or deposit, if greater
28 - 41 days	60%
1 - 27 days	100%
Departure day or later including voluntary termination during the package	Total package cost
CRUISE HOLIDAYS	
More than 113 days	Deposit only
80 - 113 days	60%
60 - 79 days	75%
29 - 59 days	90%
1 - 28 days	100%
Departure day or later including voluntary termination during the package	Total package cost

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 (See Point 11)

11. SCALE OF COMPENSATION

**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

Period before departure within which significant change is notified to you or your agent	Amount per person
More than 42 days	Nil
29 - 42 days	£10
15 - 28 days	£15
8 - 14 days	£20
0 - 7 days	£25

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](http://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 6 weeks before the scheduled departure date, except where you have failed 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).

12. 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).

13. 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 01564 797000 (Open in Office Hours). If you remain dissatisfied, please follow this up within 14 days of your return home by writing to the Quality Co-ordinator at Johnsons Coach Travel, 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. Should you wish to pursue the complaint further, BCH/ABTOT have an Alternative Dispute Resolution scheme and full details are available from them. Please contact them at ABTOT 117 Houndsditch London EC3A 7BT

14. OUR COACHES-SEATING ARRANGEMENTS

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 given a choice of seats that are available at that time. 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.

If you feel that you require two seats, then these must be purchased in advance at the time of booking. If you fail to do this and it transpires that the seat allocated 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.

15. HOTELS & 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.

**En-Suite Bedroom Facilities:** All hotel bedrooms for every holiday are ‘en-suite’. This means that a private bath and/or shower and WC is included within the bedroom. Should you have a preference for a bath or a shower please make a request in the ‘Special Requests’ box on the appropriate booking form. Half-board always means dinner, bed, and breakfast, unless otherwise stated.

**Meals in Continental Hotels:** Whilst all hotels that we book for our continental holidays, whether they be overnight or main resort hotels, are of a high standard, would you kindly note that dinner arrangements often include a set meal with no menu choice and are generally of a traditional style for that country. Breakfasts are always of Continental style; however, buffet Continental breakfasts are included. Evening meals may be served on a buffet style basis.

**Single Room Occupancy:** Single occupancy of rooms when available may be subject to a supplementary charge and this will be shown on the brochure page. Also, these charges may vary once we have exceeded the available rooms within our initial allocation from the hotel. Any applicable supplementary charges will be advised to you at the time of booking by a member of our Reservations Team.

**Entertainment:** Some of our hotels arrange additional entertainment. Where this is part of the package details are given on the respective brochure page. Where it is not specified it may still be available but is at the discretion of the hotel and is not guaranteed. It may be withdrawn if there is a lack of demand or for operational reasons.

**16. HEALTH AND SAFETY**

In some foreign countries, standards of infrastructure, safety and hygiene may be lower than those to which we are accustomed in the UK. You should therefore exercise greater care for your own protection. There may be countries that we visit that have special medical requirements for tourists. These regulations are subject to change and our clients are responsible for complying with entry and current health requirements. If you are not sure of the health requirements for the country you are visiting, you are advised to check with your own GP before travelling. You are also advised to refer to the Department of Health leaflet “Health Advice for Travellers”.

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.

SMOKING is not 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.

**17. TRAVEL DOCUMENTS, ITINERARIES, PICK-UP POINTS AND PASSPORTS**

For all Continental holidays, you will require a full 10-year British Passport (machine readable) valid for the period required for the country or countries you are visiting. If you do not hold a full British Passport or you have any doubts about your status as a resident British subject, you must check with the Embassy or Consulates of the Countries to be visited to confirm the Passport or visa requirements when you book. We cannot accept responsibility if passengers are not in possession of the correct travel documents. For full details on passport requirements, please contact ‘the identity and passport service’ on 0300 222 0000 (www.direct.gov.uk)”

You are responsible for ensuring you are at the correct departure point, at the correct time and with the correct documents. Johnsons Coach Travel 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.

**18. 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, you or your booking agent should contact our Reservations Team. 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.

**19. GROUND OR LOW FLOOR ROOMS.**

You should also tell us about any other requests, for example, low floor rooms, particular rooms or locations. We will pass your request to the relevant supplier, but this does not necessarily mean that your request will be fulfilled. If a request can be fulfilled, you may incur an extra charge payable either to us or direct to the hotel. Please note that requests cannot be guaranteed unless we confirm on your booking confirmation that this is a guaranteed requirement.

**20. 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.

Whilst we will make every reasonable adjustment to do so, if we are unable to accommodate the needs of a passenger or believe that the medical condition or disability of a passenger is likely to adversely affect other passengers, we reserve the right to decline the booking. We also reserve the right to cancel any holiday and impose cancellation charges if we are not fully advised of any relevant disability or medical condition at the time the booking is made and subsequently decide that we are unable to accommodate this passenger. This applies whether we advise that we are unable to accommodate a passenger either before departure or during the holiday and if this occurs during the holiday then we will seek the additional costs of returning the passenger home. We want you to enjoy your package and will try to help you select an appropriate trip. If you need advice or further information either you or your booking agent should contact 01564 797000.

**21. MOBILITY SCOOTER POLICY**

Please note that we can accept one ‘compact’ electric mobility scooter per holiday. Our definition of ‘compact’ is that the scooter is class 1 specification; i.e. it must be designed to be dismantled, so that it can be loaded into the boot of a car. The actual maximum sizes of class 1 mobility scooters are:  
Length – 1200mm | Width – 700mm max | Maximum Weight - 60Kgs

(We cannot accept class 2 scooters as these are too large and heavy to lift).

Furthermore, would all users of scooters and wheelchairs kindly note that you must be able to negotiate the five steps to board the coach, in order to manage and enjoy our holidays.

**22. 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 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 the refusal is 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 save for exceptional circumstances.

**23 - TRAVEL INSURANCE**

We strongly advise that you take out personal travel insurance for the trip. Details of our travel insurance is outlined within this leaflet. You must advise us of details of the insurer and the emergency assistance company that will be providing cover for your holiday, together with the policy number and a 24-hour contact number. 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.

**24- LUGGAGE**

Please restrict your luggage to one medium sized suitcase (a medium sized suitcase is approximately 36” x 18” x 10”) per person, weighing no more than 44lbs (20Kgs). A small holdall can also be taken on board the coach. We cannot accept responsibility for loss or damage to luggage unless it is established that it is caused by our negligence. On holidays which include overnight stops, you may take a small overnight bag with you. Please do not leave items of value in your main suitcase which is left on the coach. Should loss or damage occur you may be able to claim through your holiday travel insurance.

**25 – EMERGENCY 24 HOURS TELEPHONE NUMBER**

A member of staff is always on hand 24 hours a day, to help either before your holiday, or on the day of departure by telephoning 01564 797040. At the beginning of your holiday, our courier will provide a contact telephone number. This number should be used if you require any assistance during your holiday.

**26- DATA PROTECTION ACT**

We comply with the GDPR 2018 Regulations and we retain your full contact details and other information in secure files and electronic storage facilities. We may use this information to contact you by mail, telephone or electronic means. We must pass your information on to the relevant suppliers of your travel arrangements, and we take full responsibility for ensuring that proper measures are in place to protect your information. In making this booking, you consent to this information being passed on to the relevant persons or suppliers. Your data controller is our Reservations Manager here at Johnsons Coach Travel.

**27 -PUBLICATION DATE & DETAILS**

Our brochure and Trading Charter were printed in the United Kingdom on the 31st January 2022.

**EUROPEAN TOURIST TAXES**

Local authorities in many towns and cities throughout Europe are starting to introduce or have introduced new tourist taxes which must be paid directly to the hotel by all guests in person. No such taxes are included in our prices to you, and we cannot make payment on your behalf or include this tax in your invoice. As soon as we become aware of any such taxes affecting your holiday, we will notify you.



# Holiday Insurance Applicable to Trips Departing Prior to 31st May 2023.

Johnsons (Henley) Limited Client Holiday Travel Insurance is available to all eligible passengers travelling on our holidays which is arranged by Wrightsure Services (Hampshire) Limited, underwritten by AWP P&C SA and is administered in the UK by Allianz Assistance. Allianz Assistance is a trading name of AWP Assistance UK Ltd. AWP P&C SA is authorised and regulated by *L'autorité de Contrôle Prudentiel et de Résolution* in France. Deemed authorised by the Prudential Regulation Authority (PRA). Subject to regulation by the FCA and limited regulation by the PRA. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the FCA's website. AWP Assistance UK Ltd and Wrightsure Services (Hampshire) Ltd are authorised and regulated by the Financial Conduct Authority (FCA). Wrightsure Services (Hampshire) Limited is permitted to advise on and arrange general insurance contracts. You can check these details online using the Financial Services Register (accessible from <https://register.fca.org.uk>) or by contacting the Financial Conduct Authority Consumer Helpline on 0800 1116768.

Should you wish to take out this travel insurance please include the appropriate premium when booking your holiday.

## DEMANDS & NEEDS

This insurance policy will suit the demands and needs of an individual or group (where applicable) who have no excluded medical condition(s), are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen circumstances/ events detailed in the cover section below. Subject to the terms, conditions and maximum specified sums insured.

## 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 24-hour emergency service from Allianz Assistance. The following is a brief summary of the cover available. Full details of cover 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.

## HEALTH DECLARATION & HEALTH EXCLUSIONS

If you are only travelling within the UK, Channel Islands, or Isle of Man during your journey, it is a condition of this policy that you can comply with the following:

- You are fit to travel and undertake your planned journey.
- Following any claim investigation, your doctor confirms they would have agreed with or recommended your travel plans when you took out this insurance, booked your journey or at the time you travelled (whichever is later).
- You are not travelling with the purpose of having medical treatment or a consultation.
- You are not awaiting the outcome of any medical tests or an appointment at a medical facility for any medical investigations.

### For travel outside of the UK (within Europe)

You will not be covered for any claims arising as a direct or indirect result of an existing medical condition if, in the 12 months before taking out this insurance or booking your journey (whichever is later), if you:

- Were referred for tests, investigations, treatment, or surgery, or were awaiting the results of any referral.
- Attended or were due to attend a hospital or clinic as an outpatient or inpatient received treatment or saw a medical practitioner for a medical condition.
- Were prescribed medication.

Unless the condition(s) has (have) been declared to and accepted by us in writing. You should contact the Medical Screening Team by calling 023 9241 9063 if:

- You need to declare a medical condition.
- You are unsure whether a medical condition needs to be declared or not.

If we are unable to cover a medical condition, this will mean that any other person insured by us will not be able to make a claim arising from the medical condition(s). This may even apply if the person with the medical condition(s) purchases cover from another provider.

Exclusions relating to the health of someone not insured on this policy, but whose health may affect your decision whether to take or continue with your journey

You will not be covered for any directly or indirectly related claims (see note at the end of this section) arising from the health of a travelling companion, someone you were going to stay with, a close relative or a business associate if at the time your policy was issued:

- You were aware they had undiagnosed medical condition(s) for which they were awaiting tests, investigations or the results of these.
- You were aware that their medical condition(s) were unstable, were likely to get worse in the next 12 months or they had been diagnosed as having a terminal condition.

## SIGNIFICANT EXCLUSIONS

### RESIDENCY

If you or anyone else named on this policy has not been a resident in the UK for more than 12 months, or if studying or working in the UK for more than 6 months, before the policy was issued, this policy cannot cover you.

In addition to the above, the policy also contains the following main exclusions:

- Any existing medical conditions unless they have been declared to (where appropriate) and accepted by the insurer.
- Your participation in any organised sports or dangerous activities unless they have been declared to and accepted by the Insurer.
- Suicide, self-injury or deliberately putting yourself at risk (unless you are trying to save another person's life).
- Travel against the advice of the carrier, any other public transport provider, the Foreign Office or the World Health Organisation.
- Any manual work or hazardous occupation undertaken during the insured trip.
- The bankruptcy / liquidation of the tour operator, travel agent or transportation company with whom you have booked your trip.

Examples of these and other conditions and restrictions and what to do if you are unsure about any aspect of an exclusion are contained within your policy information. Full details are contained within your policy information.

### HOW TO MAKE A CLAIM

All claims should be made direct to Allianz Assistance.

Please visit the website [www.azgatravelclaims.com](http://www.azgatravelclaims.com). This will lead you to insurers online claims notification service where claim forms can be obtained immediately via email or by downloading directly from the site. Alternatively, please phone and ask for a claim form or write to: Allianz Assistance Travel Insurance Claims Department, PO Box 451, Feltham TW13 9EE, telephone 0208 603 9958 or email [travel.claims@allianz-assistance.co.uk](mailto:travel.claims@allianz-assistance.co.uk)

### PROTECTING YOUR INFORMATION

We will only use your personal details in line with our Privacy Notice. This can be found on our website or is available in hard copy format upon request and you should read this carefully and contact us immediately if you have any queries. Your personal information includes all of the details you have given us to process your insurance policy (we will not ask for more information than is necessary). We may share your data with Third Parties for the provision and ongoing performance of your insurance policy. Your data may be transferred outside the UK. All of the personal information you supply to us will be handled strictly in accordance with the applicable Data Protection regulations and legislation.

Johnsons (Henley) Limited is an Appointed Representative of Wrightsure Services (Hampshire) Limited who are authorised and regulated by the FCA (their registration number is 311394) and which is permitted to advise on and arrange general insurance contracts. You can check these details online using the Financial Services Register (accessible from [www.fca.org.uk](http://www.fca.org.uk)) or be contacting the Financial Conduct Authority Consumer Helpline on 0800 111 6768.

If our chosen insurance provider, Wrightsure Services (Hampshire) Limited are unable to offer you the travel insurance cover you require, or your premium is higher than you expected because you have serious medical conditions, you may be able to get help by accessing the Money and Pensions Service travel directory or by calling 0800 138 7777 (lines are open Monday to Friday, 8am to 6pm).

SUMMARY OF COVER		
SECTION OF COVER	MAXIMUM SUMS INSURED PER PERSON	MAXIMUM EXCESS PER PERSON
Cancellation	<ul style="list-style-type: none"><li>Up to £2,500</li></ul>	<ul style="list-style-type: none"><li>£60 (Excess only applies for a cancellation of a journey over 3 days in duration (Nil for Deposit))</li></ul>
Travel Delay	<ul style="list-style-type: none"><li>Travel Delay up to £60</li><li>Cancellation (holiday abandonment up to £2,500)</li></ul>	<ul style="list-style-type: none"><li>Travel Delay Excess = 12 hours</li><li>£60 (Excess only applies for abandonment of a journey over 3 days duration)</li></ul>
Missed Departure	<ul style="list-style-type: none"><li>Up to £100 (England, Scotland &amp; Wales)</li><li>£300 (Northern Ireland, Isles of Scilly, Channel Islands &amp; Europe)</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>
Personal accident	<ul style="list-style-type: none"><li>Up to £10,000 Death and corresponding Benefits limited to £5,000 in respect of persons aged 66 and over at the time of travel</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>
Medical & Other Expenses (Including Curtailment & Repatriation)	<ul style="list-style-type: none"><li>Up to £1,000,000 outside of the UK. Dental treatment limited to £350, additional travel accommodation and repatriation expenses if you are hospitalised or have to stay in beyond your return date.</li><li>Trips solely within the UK are limited to £1,500 and £300 for additional travelling expenses.</li></ul>	<ul style="list-style-type: none"><li>£60 (Nil excess for curtailment of a journey up-to and including 3 days duration).</li></ul>
Funeral Expenses Abroad	<ul style="list-style-type: none"><li>£1,000</li></ul>	
Taxi Fares & Telephone Calls	<ul style="list-style-type: none"><li>£100</li></ul>	
Medical Confinement Benefit	<ul style="list-style-type: none"><li>£10 per 24 hours up to £100 UK</li><li>£15 per 24 hours up to £450 Channel Islands &amp; Europe</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>
Curtailment	<ul style="list-style-type: none"><li>Up to £1,500</li></ul>	
Personal Property & Personal Money	<ul style="list-style-type: none"><li>Up to £1,500 in all.</li><li>Single Article Limit £200/Valuables £200</li><li>Personal Money Up to £200</li><li>Delayed Baggage (after 12 hours) – Up to £100</li></ul>	<ul style="list-style-type: none"><li>£60</li><li>£60</li><li>Nil</li></ul>
Loss of Passport	<ul style="list-style-type: none"><li>Up to £200 including loss or theft of visa</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>
Missed Departure	<ul style="list-style-type: none"><li>Up to £100 UK &amp; £300 Europe</li></ul>	
Personal Liability	<ul style="list-style-type: none"><li>Up to £1,000,000</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>
Legal Expenses	<ul style="list-style-type: none"><li>Up to £25,000</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>