

# More About Your Holiday

## 1. LUGGAGE

Passengers are requested to keep their luggage down to one medium sized suitcase per person. On Continental Tours, Southern Ireland and certain Scottish Tours where overnight stops are shown in the itinerary it is essential that you bring one small overland bag. This you will be responsible for at the overnight stops en-route except in exceptional circumstances, thereby saving time at check-in and departure. All baggage and personal belongings are carried at owner's risk and the company will not be responsible for loss or damage except where such loss or damage is caused by the proven negligence of the Company's employees.

## 2. NON-SMOKING COACHES

Passengers are respectfully reminded that we operate all Elcock Holiday Coaches with a complete NO SMOKING policy. Your co-operation in this would be greatly appreciated.

## 3. SEAT ALLOCATION

On all our Holidays Seat Numbers are allocated at time of booking but since allocations are made on a first come first served basis, early booking is advisable. As we have both Rear and Centre Toilet Continental coaches it is possible that very occasionally for operational reasons we may have to use a coach with different configuration. We therefore reserve the right to alter the seating plan, should such a rare change be necessary you will be notified, in this case you would only be moved forward, not back. Please note that specific seats will not be allocated on coaches which operate on feeder services between joining points and main Holiday departure points.

## 4. TRAVEL DOCUMENTS

When you have paid the balance we will either send to you or the Agent through which the booking was made, all the necessary labels, Travel Tickets/Receipts with pick-up times and any other relevant information. This is normally 7-10 days before departure. Certain documents may have to be retained and your Driver/Courier will issue them to you en-route. Your final 'balance paid' receipt will also be your ticket for boarding and must be kept with you for the duration of your holiday. This is a legal document which may have to be produced at borders.

## 5. SPECIAL CARE FOR THE DISABLED

The Holidays in this brochure have been carefully planned to include as much of interest as possible. Inevitably, some of the Holidays include lengthy periods of travel and some walking or sightseeing excursions. Additionally some of the Hotels may have steps to contend with and may not possess Lifts and although we do our best to look after disabled passengers, some of our Holidays may not be suitable for them. We will make every endeavour to minimize the discomfort and inconvenience, but for obvious reasons we are unable to make any guarantees. It is important that you enter the word DISABLED in block capitals in the special requirements section of the booking form, together with a brief description of your disability. We are now pleased to have installed a wheelchair access ramp at our wellington office. Should you wish to make a booking please contact any of our offices and we would be glad to process your booking through the postal system.

## 6. MEDICAL TREATMENT ABROAD

Certain limited types of Medical Treatment are available free in Common Market Countries, for full details of this you are strongly advised to obtain an EHIC pack from your Crown or Sub-Post Office, after which you will be issued with the European Health Insurance card, this you need to bring with you on Holiday. Our own Holiday Insurance is also fully comprehensive.

## 7. SPECIAL REQUESTS

Requests such as low floor rooms, rooms near lift, special diets etc. will always willingly be passed on to the Hotel management on your behalf. It will be their responsibility to carry out those requests and our Hotels will do their utmost to comply with them. Please mark your request clearly on the booking form. Please note these are non - chargeable requests only and as such cannot be guaranteed. Requests made direct to the Hotel will nullify any responsibility for requests from Elcock Holidays.

## 8. CHILDREN'S REDUCTION

In many cases reductions are available for children sharing a room with 2 adults, however as discounts vary at each Hotel, reductions are quoted individually. Please enquire at our office.

## 9. ENTERTAINMENT

Some of our Hotels arrange entertainment which could include music, dancing, film shows, bingo etc. Entertainment presented is at the discretion of the Hotel and subject to demand and its nature and/or frequency may be varied if there is lack of demand or insufficient numbers staying in the Hotel.

## 10. JOURNEYS

Lunches are not normally included in the price unless specified. Regular comfort stops will be made en-route, but remember on Continental journeys to either have the right currency with you or take something with you. Many of our main Hotels will be pleased to make up a lunch pack for a charge; this should be requested the day before departure from the Hotel.

## 11. PICK-UP POINTS AND FEEDER COACHES

One of our greatest assets is our Picking-up Points, we try to keep our feeder times down to a minimum, so please help us to help you. *Once a Pick-up Point has been arranged it should not be changed after you receive your Holiday Pack, please be prompt and make sure that someone in your party is visible to our drivers. The vehicle used may be a coach, mini-bus or car supplied by either our selves or one of our partners.*

## 12. EURO CURRENCY

If you are visiting countries in the E.E.C you should take euro currency. Euro notes are available from most banks and bureaux de changes. Further details about the use of Euros and which countries they can be used in, is available by contacting our offices.

13. We now accept all major Credit/Debit cards, apart from Diners Club and Amex.

These include : Visa, Master Card, Electron, Switch, Solo and JCB.

## 14. SUMMARY OF OUR PICK-UP POINTS

The above is a summary of our advertised picking-up points. More are available. Please contact our office if you have any problems and we will try to help you.

*Pick-up Points throughout Telford.*

### **Bridgnorth**

Northgate  
Severn Street Car Park  
Woodberry Down

### **Kinver**

Potters Cross  
Mill House

### **Alveley Filling Station**

Bridgnorth Road

### **Kidderminster**

Co-op Franche  
Railway Station

### **Wolverley**

Fairfield Garage

### **Bewdley**

Museum

### **Stourport**

Vale Road Bus Stop

### **Stourbridge**

Foster Street East

### **Brierley Hill**

Civic Hall Layby Bank Road

### **Shrewsbury**

Steam Wagon Mount Pleasant  
Bus Stop, Opposite Rowley's House Museum  
Beeches Pub Bayston Hill  
Abbey Foregate  
Charles Darwin Sutton Estate

### **Market Drayton**

Towers Lawn Bus Stop

### **Wem**

Morris's Car Park

### **Whitchurch**

Brownlow Car Park

### **Ludlow**

Railway Station

### **Craven Arms**

Convedale Road Car Park

### **Church Stretton**

Morris's Car Park

### **Dudley**

Layby Cousins Furniture Store

### **Wolverhampton**

Faulkland Street

## 15. OFFICE HOURS

**Wellington Coach Travel Centre, Opening Hours:**

Monday-Friday 9.00am to 5.00pm Saturday 9.00am to 12.00pm.

**Telford Coach Travel Centre (Madeley), Opening Hours:**

Monday-Friday 9.00am to 1.00pm and 2.00pm to 5.00pm Saturday 9.00am to 12.00pm.

**Bridgnorth Coach Travel Centre, Opening Hours:**

Monday-Wednesday and Friday 10.00am to 4.00pm and Saturday 10.00am to 12.00pm.

## 16. PUBLICATION DATE

This brochure was designed and printed in Great Britain by Ultragraph Limited L40 8JT, October 2011.

## 17. PASSENGER PROTECTION INSURANCE

In accordance with 'The Package Travel, Package Holidays and Package Tours Regulations 1992' all passengers booking with M H Elcock & Son Ltd t/jas Elcock Reisen are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of M H Elcock & Son Ltd t/jas Elcock Reisen.

There is no requirement for Financial Protection of day trips, and none is provided. This insurance is only valid for packages booked that DO NOT include flights.

This Insurance has been arranged by International Passenger Protection Limited and underwritten by Insurers who are members of the Association of British Insurers & Lloyds Syndicates.

For further information please go to [www.ipplondon.co.uk](http://www.ipplondon.co.uk)

## CLAIMS PROCEDURE:

Download Claims Form from [www.ipplondon.co.uk](http://www.ipplondon.co.uk)

Any occurrence which may give rise to a claim should be advised within 14 days to:

International Passenger Protection Limited Claims Office, IPP House

22-26 Station Road West Wickham Kent BR4 OPR United Kingdom

Telephone: +44 (0)20 8776 3752 Fax: +44 (0)2087763751

In order to deal promptly with any claim hereunder it is essential that you retain all bills, receipts and other documents relating to your travel arrangements.

**CLAIM FORMS MUST BE SUBMITTED WITHIN SIX MONTHS OF DATE OF INSOLVENCY WE CANNOT CONSIDER OR PAY CLAIMS RECEIVED AFTER THIS DATE**

# Travel Insurance

## TRAVEL INSURANCE - IMPORTANT INFORMATION

**M H Elcock & Son Ltd t/jas Elcock Reisen** is an Appointed Representative of Giles Insurance Brokers Ltd. Giles Insurance Brokers Ltd is authorised and regulated by the Financial Services Authority (FSA). This can be checked on the FSA's website, [www.fsa.gov.uk](http://www.fsa.gov.uk) or by contacting the FSA on 0845 606 1234.

We only offer travel insurance from a single insurer - ETI-International Travel Protection. This travel insurance is suitable for those who wish to insure themselves when travelling against the specified financial loss of unforeseen circumstances and events relating to your trip. A list of the covers and corresponding levels, as well as the main policy exclusions, can be found below. Further details will be in your policy document, a copy of which is available on request. We have not provided you with any recommendation or advice about whether this product meets your specific insurance requirements. It is your responsibility to decide whether this policy suits your requirements. Should you require any further information, please contact Elcock Reisen.

### Health Conditions

We shall not be liable for claims WHERE AT THE TIME OF TAKING OUT THIS POLICY:

(a) You are aware of any medical condition or set of circumstances that could reasonably be expected to give rise to a claim (for example the state of health of a close relative, Business Associate or any person on whom your travel plans depend)

(b) The Insured Person whose medical condition gives rise to a claim:

- is receiving, or on a waiting list for, surgery, in-patient treatment or investigations in a hospital, clinic or nursing home.
- Your travel against any health requirements stipulated by the carrier, their handling agents or any other public transport provider.
- is travelling against the advice of a Medical Practitioner or for the purposes of obtaining medical treatment abroad.
- has been given a terminal prognosis.

**General Exclusions** - The policy includes some general exclusions relating to a variety of illnesses which are not covered. Although not a full list these include Alcoholism, drugs or drug addiction, stress, anxiety or depressive conditions, psychiatric illness, terminal illness, AIDS, HIV, sexually transmitted disease, suicide or attempt thereat, deliberate exposure of danger or criminal act. Full Exclusions are listed in the policy document.

### Cover and Cost

#### Cancellation

Up to £2,000

#### Medical Expenses & Repatriation -

Up to £1,000,000

#### Curtailment & Hospital Benefit -

Up to £2,000.

#### Luggage Personal effects & Money;

Up to £1,000 in all - £200 money, valuables

#### Luggage Delay

Up to £100

#### Personal Liability

Up to £1,000,000

#### Personal Accident

Up to £10,000

#### Loss of Passport

Up to £200

#### Delayed Departure (not UK)

Up to £60

#### Missed Departure (not UK) -

Up to £200 (due to public transport only)

#### Legal Expenses

Up to £5,000

## TRAVEL INSURANCE PREMIUMS including Insurance Premium Tax at the current rate

DURATION IN DAYS	U.K HOLIDAYS	CONTINENTAL HOLIDAYS	IRELAND HOLIDAYS	CHANNEL ISLANDS BY AIR
1	£9.00	£10.50		
2	£10.50	£15.00		
3	£12.50	£16.00		
4	£15.00	£22.00	£22.00	
5	£17.50	£24.00	£24.00	£26.50
6	£18.50	£26.00		
7	£19.00	£27.00		
8	£20.00	£29.00		£29.50
9	£20.50	£29.50		
10	£21.00	£30.00		

Infants under the age of 2 years Free - 2 - 15 year olds 25% discount on departure if travelling with an insured adult

### Material Facts

These are facts which could have an effect on whether (or on which terms) the insurer is willing to provide you with cover. An example would be a *change in your medical condition or that of someone dependent upon you*. It is important that all statements you make to us or the Insurer are accurate and that all material facts are disclosed. Failure to do so could invalidate your insurance cover and mean that all or parts of a claim may not be paid. If you have any doubt as to whether a fact is material, then you should disclose them anyway.

### Cancellation Rights

If your cover doesn't meet your requirements, please let **Elcock Reisen** know within 14 days of receiving your policy document and return all your documents for a refund of your premium. Any premium already paid will be refunded to You providing you have not travelled, no claim has been made or is intended to be made and no incident likely to give to a claim has occurred.

### Claims

The procedure for policyholders to make a claim is to contact **Towergate Chase Parkinson, PO Box 416, West Byfleet, Surrey, KT14 7YE. Tel: 0844892 1697 Fax: 08448921699 or email: [chaseparkinson@towergate.co.uk](mailto:chaseparkinson@towergate.co.uk).**

### Complaints

Should you have a complaint about the sale of your travel insurance policy, please contact **The Travel Manager, Elcock Reisen, Springhill Coach Travel Centre, Springhill, Wellington, Telford, Shropshire TF1 3NA**. Should you remain unhappy with our final reply, you may have the right to refer your complaint to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR, by email to [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk) or telephone 0845-0801800.

### Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, with no upper limit. Further information is available from the FSCS.

# Fair Trading Agreement

**Elcock Holidays** subscribes to The Failsafe Insurance Scheme and has been approved for membership of the same. This is an Insurance which protects our clients in the unlikely event that a member cannot carry out his obligations to his passengers for financial reasons. Our Fair Trading Agreement sets out clearly and simply the responsibilities which we at Elcock Holidays have to you and which in turn you have to us when a contract is made between us. The contract is made when you sign the Booking Form for your Holiday. You will sign on behalf of yourself and the others named in your party, that you have read, understood and have accepted this Fair Trading Agreement and the Holiday information provided in this brochure. Your obligation is to pay the price of the Holiday and recognize your liability if you wish to alter the Holiday or have to make a cancellation. On our part we have obligations to provide you with the Holiday you have booked. Our specification of that Holiday and our terms are clearly stated in this brochure. This Fair Trading Agreement applies to all Holidays sold from this brochure, with the exception of Jersey Air Tours where the Destination Specialists conditions apply.

## YOUR CONTRACT WITH ELCOCK HOLIDAYS

### 1. You pay a deposit

When you make your booking you must complete a Booking Form, accepting on behalf of all your party members the terms of this Fair Trading Agreement and pay a deposit of £40.00 per person on all United Kingdom, Continental Coach Holidays Jersey and Scilly Air Tours. All monies paid to your Travel Agent are held by them on your behalf until you receive our confirmation. Thereafter, the agent holds the monies on our behalf.

### 2. You pay the balance

The balance of the fare must be paid via the office at which you made your booking at least six weeks before the Holiday departure date. If the balance is not paid in time, we reserve the right to cancel your Holiday, retain your deposit and apply cancellation charges set out in paragraph 4, 'If you cancel your holiday'. If you book within six weeks of departure date you must pay the full amount at the time of booking.

### 3. If you change your booking

If after our confirmation has been issued, you wish to change to another of our 2012 holidays or change departure date, we will do our utmost to make the changes provided that notification is received at our offices from the person who signed the Booking Form or their Travel Agent, at least six weeks before departure date. This must be accompanied by a payment of £5.00 to cover administration costs. Any alteration by you within six weeks of departure date will be subject to the cancellation charges set out below. Other alterations such as the addition of requests or change of pick-up point that require a reconfirmation to be issued must be notified and accompanied by a payment of £5.00 to cover administration costs.

### 4. If you cancel your holiday

You, or any member of your party, may cancel your holiday at any time provided that the cancellation is made by the person signing the Booking Form and is communicated to us in writing via the office at which you made your booking. As this incurs administrative costs we will retain your deposit and in addition, apply cancellation charges up to the maximum shown below.

Period before departure within which written cancellation is received	Amount of cancellation charges shown as a percentage of holiday price
More than 42 days	Deposit only
28-42 Days	30%
14-27 Days	45%
7-13 Days	60%
1-6 Days	100%
Departure date or after	100%

**NOTE. If the reason for cancellation is covered under the terms of an Insurance Policy, you may be able to reclaim these charges.**

### 5. If you have a complaint

If you have a complaint during your holiday, please inform our Driver/Courier immediately, who will do his/her utmost to resolve the matter there and then. If the matter cannot be put right on the spot, you must notify us in writing within 28 days of the completion of your holiday and this must be sent to Elcock Holidays, Springhill, Wellington, Telford, Shropshire TF1 3NA and you must quote your booking reference number, tour number and departure date. Failure to establish your complaint immediately in accordance with the above procedure may affect the outcome of it.

### 6. Statutory authorities

This brochure is issued subject to applicable Acts of Parliament and Government Regulations and the Company reserves the right to modify itineraries to conform with requests from the competent authorities in the United Kingdom and any other sovereign state through which the tours run.

### 7. Conditions of Carriage

When you travel on an aircraft, train or ship, the conditions of carriage of that carrier apply and are subject to national and international conditions which may limit or exclude liability. Your contract is made under the terms of this Fair Trading Agreement is subject to English (Scottish) law and jurisdiction. Some journeys may be operated by vehicles other than those owned by the Company and the specification may be different to that detailed in this brochure. The Public Service Vehicle (Conduct of Drivers, Conductors and Passengers) Regulations as amended 1990, apply to all coaches throughout any Holiday in the UK.

### 8. Other terms

On a holiday you may not:

(a) Bring a pet or any other animal (other than Guide Dogs in the UK and Eire only and by arrangement).

(b) Play a radio, cassette, compact disc player or Mp3 player without headphones on a coach.

Elcock Holidays reserves the unconditional right to refuse a booking or terminate a clients Holiday in the event of unreasonable conduct which in Elcock Holiday's opinion is likely to cause damage, distress, danger or annoyance to other clients, employees property, or to any third party. If you are prevented from travelling or continuing your holiday by such a termination, Elcock Holiday's responsibility for your holiday thereupon ceases. Full cancellation charges will apply and Elcock Holidays will be under no obligation for any refund, compensation or loss which you may incur. You are responsible for ensuring that you are at the correct departure point at the correct time and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point. Excursions are included in the price of most holidays and refunds cannot be made for passengers not wishing to go on these excursions. Admission fees to buildings, grounds, boat trips etc. or those marked optional are not included in the price of the Holiday, unless otherwise stated (P/I) in the brochure.

### 9. Holiday Insurance

Although Insurance is desirable on all holidays we must point out that adequate insurance cover is obligatory on all continental bookings. If continental insurance offered by Elcock Holidays to cover you in the event of illness, personal injury or death during the course of your Holiday, is not taken then your own Insurance reference including 24 hour emergency assistance details must be quoted on the booking form. Consult your agent or our office if advice is required. If in doubt please ring the Medical Helpline shown on your Insurance Policy.

### 10. Passport

For all continental holidays you will require a full 10 year British Passport, application forms may be obtained from any main Post Office. It is also worth noting that it can take up to six weeks for the Passport Office to process a 10 year Passport depending on the season so allow yourself plenty of time. If you have any doubts about your status as a resident British subject or you do not hold a full British Passport you must check with the Embassies or Consulates of the countries to be visited to confirm the passport or visa requirements needed in your particular circumstances. We cannot accept responsibility if passengers are not in possession of the correct travel documents. Currently British citizens do not need visas for any holiday advertised in this brochure. When travelling to the Channel Islands you should be in possession of some form of picture ID, ie, Passport, Driving Licence, Senior Citizens Card etc.

### 11. Health

Under normal circumstances most Western European countries do not require visitors to be vaccinated. However we will indicate any known vaccination or other health requirements where possible for each country to be visited. If you are not sure of the health requirements of the country you are visiting you are advised to check with your own doctor before travelling. The Channel Islands Health arrangements have now changed and you should make sure you have adequate insurance when travelling to them.

## OUR PROMISE TO YOU

### 1. We reserve your holiday

When you or your Travel Agent has provisionally confirmed that we have available space on the holiday of your choice, a confirmation/invoice will be forwarded to you normally within one week of receipt of your signed booking form and deposit monies/full amount (if within six weeks of departure) and the contract is made between us when you receive this confirmation. In the event that a holiday was sold through any Travel Agent who defaulted, we guarantee your Holiday on production of adequate documentation to establish the sale.

### 2. Your holiday price

#### UK Holidays

The price of your holiday is guaranteed and will not be subject to any surcharges except those resulting from fuel, government action including additional bonding or licensing requirements and VAT. In all cases we reserve the right to pass these amounts on in full. Holiday prices include all coach travel, hotel accommodation and meals as specified in the holiday description and VAT at the current rate where applicable. Morning coffee, afternoon tea and other refreshments are not included. Some hotels may make an additional charge for portage and tea or coffee served after lunch and dinner. Gratuities to the Hotel staff and driver/courier are discretionary.

#### European Holidays

Our prices were fixed at the time of brochure production and we guarantee that the price of your holiday will not be subject to any surcharge except for those resulting in government actions, including VAT and any unfavourable change in fuel charges in respect of transport. Even in this case, we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premium and any amendment charges. Only amounts in excess of this 2% will be surcharged, but where a surcharge is payable there will be an amount to cover agents commission if applicable. If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this you must exercise your right to do so within 14 days from the issue date printed on the invoice. In addition to Sterling we use the following currencies in calculating our rates and fares for 2012, Euro and Swiss Franc. However All Continental Tours in our 2012 Brochure are Guaranteed against any currency fluctuations.

### 3. If we change your holiday

The arrangements for holidays in this brochure are made many months in advance and changes are sometimes unavoidable. Most of these changes may be very minor but where they are significant we will notify you as soon as is reasonably possible before your departure date. A significant change would be regarded as changes in the departure date, departure point or resort area, reducing the quality of your main hotel (not single overnight hotels on touring holidays) or a change of tour itinerary which involves a destination being completely eliminated from the revised itinerary. In the event of a significant change you may decide to:

(a) Continue with the holiday as amended or (b) accept an alternative holiday which we may offer you or

(c) cancel your booking.

If you choose (a) or (b) we will pay you compensation on the scale below.

If you choose (c) we will refund all monies paid by you, plus compensation on the scale below, no other claims for compensation or expenses will be considered.

Period before departure within which a 'significant change' is notified to you or your travel agent	Compensation per person
More than 42 Days	Nil
29-42 Days	£10.00
15-28 Days	£15.00
8-14 Days	£20.00
0-7 Days	£25.00

### 4. If we cancel your holiday

It is necessary for there to be a minimum number of passengers to operate a tour. In certain circumstances, therefore we may have to cancel your holiday and if this should occur we will return to you all the money you have paid to us, or offer you a suitable alternative. However we will not normally cancel your holiday:

(a) immediately prior to the departure date unless you have not paid for your holiday in full, if we then cancel your holiday you will be entitled to either a comparable holiday or a full refund;

(b) after the balance due date, except as a result of hostilities, political unrest or other circumstances amounting to force majeure.

If we have to cancel your holiday at any time Elcock Holidays are only liable for any monies you may have paid to us at the time of the cancellation.

### 5. What happens to complaints

All complaints that are received are thoroughly investigated and customers are kept informed at each stage of the investigation. Sometimes the investigations can take time when awaiting a response from hoteliers, we can normally agree an amicable settlement of the few serious complaints we receive if the complaint is found to be genuine.

6. We accept responsibility for ensuring that all component parts of your holiday as described in this brochure are supplied to you at a reasonable standard and this includes optional excursions purchased through employees or agents. If any such part is not provided in the advertised manner, we will pay you reasonable compensation unless the non-provision was due to circumstances which we could not predict and which were beyond our control such as adverse weather, road or traffic conditions or the matters referred to in paragraph 4(b) above.

(1) Please remember that some amenities (e.g. hotel lifts, swimming pools etc. require servicing and cleaning) and may not therefore be available at all times. Some services may be affected by weather conditions and their availability is entirely at the discretion of the provider of the service. Entertainment provided by hotels is frequently subject to demand and its nature and or frequency may be varied if there is a lack of demand or insufficient numbers staying in the hotel.

(2) Some excursions itineraries include the use of ferries and other forms of transport which can be affected by inclement weather and may have to be cancelled or arrangements changed. Whenever possible a suitable alternative excursion will be offered.

(3) Any published running times of services are estimates only and will not be liable for any loss (howsoever caused) arising from the delay or failure to operate services in accordance with publicised timings.

All holiday prices, itinerary, accommodation, meals and included excursions, if any are shown on the individual brochure pages. Unless otherwise indicated all Holidays are by 49/53 seater coaches with reclining seats in the case of British tours and 49 seater Executive coaches with reclining seats and toilet in the case of Continental tours. To enable us to run a British tour with low numbers we may use our 33 or 37 seater coaches. Air Conditioned Coaches will now be provided on all tours, we reserve the right to replace with a non-air conditioned coach in the event of breakdown. Those holidays that travel into Europe and Scandinavia involve a sea crossing. We make every effort to ensure that proper arrangements have been made for all Holidays advertised in this brochure and that the suppliers of the services which you will enjoy during your Holiday are efficient and reputable. We accept responsibility for any deficiencies in the services we are contractually obliged to provide. We shall not be responsible for death, bodily injury or illness caused by activities engaged in which are outside the scope of the holiday itinerary.





# ELCOCK

H O L I D A Y S

### How to book

Once you have selected the Holiday that you would like, telephone our friendly staff to make a provisional reservation, which is held for three days. You should then complete the booking form immediately and forward it to us together with deposit and insurance premium to our Wellington or Madley Offices.

Alternatively call in at our Wellington, Madley or Bridgnorth Offices where our staff will be happy to deal with your reservation at once.

I undertake that the balance of monies due in full settlement will be paid by me no later than the date shown on my invoice.

I certify, on behalf of the person(s) named on this booking form by whom I warrant I am authorised to make this booking, that I/we have read and agree to the Elcock Booking Conditions, and Holiday Information set out in the brochure relevant to my/our holiday, and the conditions of insurance referred to in that brochure, where applicable. I am over 18 years of age.

Signature \_\_\_\_\_

Date \_\_\_\_\_

If above is under 18 years of age, Signature of Parent/Guardian \_\_\_\_\_

Signature \_\_\_\_\_

# Booking Form

(Must be completed thoroughly by the customer making the booking).

### Deposit

The deposit payable is £40 per person for all Coach Holidays, Channel Island and Scilly Isles Air Tours. No deposit is payable for infants under two years of age on the day of departure or for children qualifying for a free holiday.

I enclose \_\_\_\_\_ (deposits) at £40 per person. £ \_\_\_\_\_

I enclose \_\_\_\_\_ Insurance at £ \_\_\_\_\_ per adult\* £ \_\_\_\_\_

I enclose \_\_\_\_\_ Insurance at £ \_\_\_\_\_ per child\* £ \_\_\_\_\_

**Total enclosed** £ \_\_\_\_\_

If you do not require our insurance you must complete the following. My insurers providing comparable or greater cover than Elcock Holiday Insurance under all sections and including 24 hour emergency assistance are:

Our alternative Holiday Insurers are: \_\_\_\_\_

24 Hour Emergency Tel No. \_\_\_\_\_

# Booking Form

(Must be completed thoroughly by the customer making the booking).

### Deposit

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I enclose \_\_\_\_\_ (deposits) at £40 per person. £ \_\_\_\_\_

I enclose \_\_\_\_\_ Insurance at £ \_\_\_\_\_ per adult\* £ \_\_\_\_\_

I enclose \_\_\_\_\_ Insurance at £ \_\_\_\_\_ per child\* £ \_\_\_\_\_

**Total enclosed** £ \_\_\_\_\_

If you do not require our insurance you must complete the following. My insurers providing comparable or greater cover than Elcock Holiday Insurance under all sections and including 24 hour emergency assistance are:

Our alternative Holiday Insurers are: \_\_\_\_\_

24 Hour Emergency Tel No. \_\_\_\_\_

### BOOKING OFFICES:

Wellington Coach Travel Centre  
Wellington, Telford, Shropshire TF1 3NA.  
Tel: (01952) 255560

Telford Coach Travel Centre  
The Maddocks, Madley, Telford, Shropshire TF7 5HA.  
Tel: (01952) 585712

Seating Plan of a 53 seater coach reducing to 49 seats and toilet for Continental, Scottish and Irish tours:

49	45	41	37	33	29	25	21	17	13	9	5	1	Door
50	46	42	38	34	30	26	22	18	14	10	6	2	
53 ALL SEATS NON-SMOKING													
51	47	43	39	35	31	27	23	19	15	11	7	3	○
52	48	44	40	36	32	28	24	20	16	12	8	4	

### BOOKING OFFICES:

Wellington Coach Travel Centre  
Springhill, Wellington, Telford, Shropshire TF1 3NA.  
Tel: (01952) 255560

Telford Coach Travel Centre  
The Maddocks, Madley, Telford, Shropshire TF7 5HA.  
Tel: (01952) 585712

Seating Plan of a 53 seater coach reducing to 49 seats and toilet for Continental, Scottish and Irish tours:

49	45	41	37	33	29	25	21	17	13	9	5	1	Door
50	46	42	38	34	30	26	22	18	14	10	6	2	
53 ALL SEATS NON-SMOKING													
51	47	43	39	35	31	27	23	19	15	11	7	3	○
52	48	44	40	36	32	28	24	20	16	12	8	4	



# ELCOCK

H O L I D A Y S

### How to book

Once you have selected the Holiday that you would like, telephone our friendly staff to make a provisional reservation, which is held for three days. You should then complete the booking form immediately and forward it to us together with deposit and insurance premium to our Wellington or Madley Offices.

Alternatively call in at our Wellington, Madley or Bridgnorth Offices where our staff will be happy to deal with your reservation at once.

I undertake that the balance of monies due in full settlement will be paid by me no later than the date shown on my invoice.

I certify, on behalf of the person(s) named on this booking form by whom I warrant I am authorised to make this booking, that I/we have read and agree to the Elcock Booking Conditions, and Holiday Information set out in the brochure relevant to my/our holiday, and the conditions of insurance referred to in that brochure, where applicable. I am over 18 years of age.

Signature \_\_\_\_\_

Date \_\_\_\_\_

If above is under 18 years of age, Signature of Parent/Guardian \_\_\_\_\_

Signature \_\_\_\_\_