

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 overnight 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 Pick-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

Pick-up Points throughout Telford.

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

Bridgnorth
Northgate
Severn Street Car Park
Woodberry Down

Kinver
Potters Cross
Mill House

Aveley 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 2008.

17. FAILSAFE INSURANCE

We have arranged on behalf of all our clients, protection in the unlikely event that our company fails as a result of bankruptcy or liquidation. This protection has been arranged through **Spencer Moray Limited, 15 The Courtyard, Woodlands Lane, Bristol, BS32 4NQ** and is underwritten on behalf of IGI Insurance Company Limited via Shield Direct Insurance Services Limited

Failure of Tour Operator - To pay up to the holiday cost, but in any event a maximum of £1,000 in all, each insured person in the respect of:

1) The cost relating to any paid and non-refundable section of the travel or accommodation arrangements, including pre-arranged and paid attractions, forming part of an inclusive holiday arranged with Elcock Holidays and pre-booked in the United Kingdom on behalf of the insured person and whose name appears on the invoice, which is necessarily and unavoidably cancelled prior to departure of the insured person from the United Kingdom or their country of domicile due to the bankruptcy/liquidation of the provider.

OR

2) The cost relating to curtailment of any non-refundable part of the arrangements as described in (1) above on a pro-rata basis due to bankruptcy/liquidation of the provider whilst the insured person is on the booked holiday/trip.

Conditions and Exclusions - The underwriting agents shall not be liable for:

- (1) Financial failure of a scheduled airline.
- (2) Any arrangements not booked within the United Kingdom through Elcock Holidays.
- (3) Financial failure of the travel agent or any booking agent or consolidator with whom the insured has booked any travel accommodation or pre-arranged and paid attractions.
- (4) The financial failure of any travel accommodation arrangements, including pre-arranged and paid attractions, where there is already a bond or other insurance provided, even if such bond or insurance is insufficient to meet the claim.
- (5) The financial failure of any travel accommodation or pre-arranged attraction provider that is in chapter 11 or Receivership at the date of booking.
- (6) Consequential loss of any nature.

Travel Insurance

INTRODUCTION

We have a very competitive insurance arranged through Spencer Moray Limited, underwritten on behalf of a consortium of Insurers by Tovergate Chase Parkinson Ltd, which is only available to clients booking holidays detailed within this brochure. For all Insurance Sales after January 1st 2009, Elcock Holidays will be acting as an Appointed Representative of Spencer Moray Limited. Spencer Moray Limited is authorised and regulated by the Financial Services Authority. The premium must be paid at the time of payment of deposit to ensure cancellation cover is in force. The insurance document will be forwarded to you upon payment of the premium. The policy may be inspected at our offices. 24 Hour Emergency cover is arranged through Multi-Lingual International Medical Rescue. If you wish to take advantage of the above then please notify our office at time of booking, should passengers wish to arrange their own insurance, would they please complete the relevant sections on the booking form.

INSURANCE PREMIUMS 2009

DURATION IN DAYS	U.K. HOLIDAYS	CONTINENTAL HOLIDAYS	IRELAND HOLIDAYS	JERSEY BY AIR
1	£7.00	£8.50		
2	£8.50	£13.00		
3	£10.50	£14.00		
4	£13.00	£20.00		
5	£15.50	£22.00		
6	£16.50	£24.50	£17.00	
7	£17.00	£25.50	£25.50	
8	£18.00	£27.50		£25.50
9	£18.50	£28.00		
10	£19.00	£29.00		
12		£32.00		

PLEASE NOTE:

The above premiums are **inclusive** of the Government imposed Insurance Premium Tax at a rate of 17.5 %

IN THE EVENT OF A CLAIM

Please contact our main office at Wellington on 01952 265005, in the event of a claim our staff will be pleased to provide you with any claim forms and information you will need to know regarding your enquiry. The following is a summary of our Insurance Cover and sums insured, a copy of the policy and full details of sums insured, limits, terms, exceptions and conditions will be given upon receipt of deposit at time of booking. The full terms, conditions and exclusion clauses are incorporated within the insurance document which alone constitutes the contract of insurance between you, the holidaymaker, and the Insurances. In the event of a dispute as to the interpretations of the terms and conditions of this insurance, the terms and conditions of the insurance documents alone shall prevail. Shown here are brief details only. This insurance is subject to English Law. The insurance document will be sent to you with your confirmation of booking. Of course, you may inspect the insurance document at our Wellington or Madeley offices or a copy will be sent to you on request.

HEALTH CONDITIONS AND MATERIAL FACTS

Whilst this insurance is **not subject to a health warranty**. Underwriters shall not be liable for claims.

WHERE AT THE TIME OF TAKING OUT THIS INSURANCE

1. The person whose condition gives rise to a claim:

- (i) is suffering from a previously diagnosed psychiatric disorder; or
- (ii) is receiving, or on a waiting list, for in-patient treatment in a hospital or nursing home; or
- (iii) has received medical treatment as a hospital in-patient during six months prior to the booking of the trip unless he/she has obtained satisfactory medical advice on the advisability of taking the trip; or
- (iv) is expected to give birth before, or within two months of the date of arrival home; or
- (v) is travelling against the advice of a Medical Practitioner or for the purpose of obtaining medical treatment abroad; or
- (vi) has been given a terminal prognosis; or

2. The Insured Person is aware of any medical condition of a **relative, close business colleague or any person on whom the travel plans depend**, which could reasonably be expected to give rise to a claim.

If in doubt about any of the above please call the medical helpline on 0870 906 3142 between 9am and 5.30pm Monday to Saturday inclusive.

3. The Insured Person is aware of any other circumstances which could reasonably be expected to give rise to a claim.

THE LIMITS OF COVERAGE ARE:

Cancellation & Curtailment	- up to the final invoice cost per insured person
Medical & Emergency Repatriation	- up to £1,000,000 includes 24 hour medical service
Hospital Benefit	- up to £200
Baggage, Personal Effects & Money	- up to £1,000
Personal Liability	- up to £1,000,000
Personal Accident	- up to £10,000
Loss of Passport	- up to £200
Delayed Departure (not UK holidays)	- up to £60
Missed Departure (not UK holidays)	- up to £200
Legal Expenses	- up to £5,000
Repatriation Expenses (U.K.)	- up to £1,000

EXCESS: All sections except Cancellation and Curtailment, Medical Expenses and Personal Money, have **No Excess**.

For Medical Expenses, Personal Money and Cancellation and Curtailment Claims a £30.00 excess applies, deposit £10.00.

Under the Association of British Insurers General Business Code of Practice we must draw your attention to a number of important features of this insurance.

PLEASE READ THESE FEATURES AND THE WHOLE OF THE DOCUMENT CAREFULLY.

If the insurance does not meet your requirements please return it to the issuing Agent or Brokers within 7 days of issue but before departure date.