



Catteralls of Southam

Coach Holidays | 2024



www.travelcatteralls.co.uk | 01926 813840



Welcome to our 2024 brochure!

We are pleased to offer our programme of holidays for 2024 and we think there is something of interest for all tastes!

Excursions are included on all tours unless otherwise stated in the tour information, changes may be made at our discretion.

To make a booking a non-refundable deposit is required as below:

- **1 or 2 night UK tour:** £70
- **3, 4 or 5 night UK tour:** £100
- **Continental tour:** £150

We do not accept provisional bookings.

*We offer door to door service for all our tours of 2 nights or more (some postcodes may incur additional cost). For tours over 1 night, we will reduce the price of the tour by £20 per person, deducted from the final balance, if you can board the coach at The Bowling Green, Southam. **Passengers joining at the Bowling Green are requested to be there 10 mins prior to departure time to allow for boarding and loading luggage.**

The final balance for your tour is due 8 weeks prior to departure. **The date of payment will be printed**

on your invoice and no further reminders will be sent

If you do not pay the outstanding balance for your holiday on or before the date when it is due, we may cancel your booking and you will be required to pay the cancellation charges detailed below. Period before departure within which written notice of cancellation of holiday is received (with cancellation charge as a % of your holiday cost).

- **More than 56 days before departure:** Deposit only
- **56 days to departure day:** 100% of holiday cost

Please note: We do not provide insurance and strongly recommend that all passengers obtain their own for all tours.

Mobility scooters and walkers can be accommodated at our discretion but they must be booked in advance and may incur a charge.

Please read the Terms and Conditions at the back of the booklet for more information.

How to Book

By calling: **01926 813192 / 813840** or visiting our office: **74 Coventry Street, Southam CV47 0EA**

Or visit one of our booking agents at: **Jordans, 14 High Street, Leamington Spa CV31 3AN**

Also at: **The Visitors Centre at Rugby Library, Little Elborow Street, Rugby CV21 3BZ**

If you have any ideas for our holidays or day trip program please email Michelle@travelcatteralls.co.uk or call 01926 813840



© Bridgewater Quay Fawkes Carnival

Somerset Carnival

Date: Friday 3rd to Monday 6th November 2023

The Somerset Carnivals are some of the largest in the world, with over 120 floats decorated with thousands of lights, the procession make their way through the streets accompanied by marching bands and fancy dress walkers.

The Smiths Hotel is situated on the sea front, Weston-super-Mare, a short walk from the pier and town centre. All rooms en-suite with hospitality tray and TV.

Includes:

- 3 nights half-board accommodation
- Lunch on Saturday before travelling to carnival
- Excursion to Street Shopping Village and Gloucester Quays

£280
per person

Sharing Twin / Double • No Single Supplement (Limited Availability)



Weymouth Turkey & Tinsel

Date: Friday 1st to Monday 4th December 2023

Weymouth is a classic seaside resort with a splendid esplanade, award winning parks and gardens, a historic harbour and large shopping centre.

The Hotel Rex is situated on the sea front with views of Weymouth Bay. All rooms en-suite with hospitality tray and TV.

Includes:

- 3 nights half-board accommodation
- Christmas entertainment programme
- Excursions to Dorchester & Poole

£299
per person

Sharing Twin / Double • No Single Supplement (Limited Availability)



Thursford Christmas Spectacular



Thursford Christmas Spectacular is the largest Christmas Theatre Show in the country. Set in the magical surroundings of a lavishly decorated auditorium with thousands of lights, Christmas Trees and festive decorations.

The 3-hour Christmas Musical experience delivers an extravaganza of non-stop singing, dancing, dazzling costumes, music, humour and variety performances from over 130 cast members.

Thursford's Christmas Spectacular is a true celebration of the festive season.

Thursford – Norwich

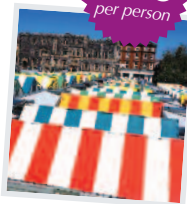
Date: Sunday 26th to Monday
27th November 2023

£225
per person

Sunday: We depart home area at approximately 07:30am and travel to Thursford for the afternoon performance stopping for a coffee break en route.

After the performance we travel to Norwich to our overnight accommodation at the centrally situated Maids Head Hotel in time for your evening meal. All rooms en suite with hospitality tray and TV.

Monday: We load the luggage onto the coach after breakfast and then you have free time to explore the sights of Norwich. We depart for home at 1:30pm with a comfort stop on the way. Arriving back around 17:30pm.



Thursford – King's Lynn

Date: Wednesday 13th to Thursday
14th December 2023

£225
per person

Wednesday: We depart home area at approximately 09:00am and travel to the Knights Hill Hotel in Kings Lynn, a former hunting lodge and working farm this our overnight accommodation for 1 night, Half Board. Following a stop on route we arrive at the hotel for a late lunch before departing for the evening performance of the Christmas Spectacular.

Thursday: After breakfast the following day we depart for home with a stop en route for a chance to stretch our legs. Arriving back around 17:30.



Twin / Double • Single Supplement: £40 per person



Mystery Winter Delight

Date: Saturday 3rd to Sunday 4th February 2024

Join us on a mystery weekend away, relax and unwind before the rush of the festive season. We depart Saturday morning and travel to a secret destination. After a hearty breakfast on Sunday Morning we depart for home. A lunch stop at a place of interest on both days. All rooms en-suite with hospitality tray and TV.

Includes:

- **1 night half-board accommodation**
- * *Please note this is not a home pick up and you will need to join us at either Rugby, Southam or Leamington Spa.*

£145
per person

Sharing Twin / Double • Single Supplement: £20 per person



Sidmouth

Date: Friday 5th to Tuesday 9th April 2024

Sidmouth is a beautiful regency town, situated on the Jurassic Coast, surrounded by vivid red sandstone cliffs, home to stunning beaches and stylish places to eat, drink and shop.

Royal York & Faulkner Hotel is situated on the sea front, a short distance from the shops. All rooms en suite with hospitality tray and TV.

Includes:

- **4 nights half-board accommodation**
- **Excursions to The Donkey Sanctuary, Seaton, House of Marbles, Cruise on the River Exe**

£495
per person

Sharing Twin / Double • No Single Supplement (Limited Availability)



Isle of Man

Date: Saturday 20th to Wednesday 24th April 2024

The mountainous cliff fringed Isle of Man is a stunning destination, with its austere moorlands, wooded glens, sandy beaches and ancient castles.

The Hydro Hotel in Douglas is ideally situated overlooking the promenade and Douglas Bay, within easy walking distance of the sights and shopping Douglas has to offer.

Includes:

- 4 nights half-board accommodation
- Excursions to The Laxey Wheel, Tram in Douglas and the Snafell Mountain Railway

£520
per person

Sharing Twin / Double • Single Supplement on request



Mystery Spring Delight

Date: Saturday 11th to Sunday 12th May 2024

Join us on a mystery weekend away, relax and unwind before the rush of the festive season. We depart Saturday morning and travel to a secret destination. After a hearty breakfast on Sunday Morning we depart for home. A lunch stop at a place of interest on both days.

Includes:

- 1 night half-board accommodation
- * Please note this is not a home pick up and you will need to join us at either Rugby, Southam or Leamington Spa.

£145
per person

Sharing Twin / Double • Single Supplement £20 per person



Isle of Wight

Date: Wednesday 29th May to Sunday 2nd June 2024

Just off the southern coast of England, the Isle of Wight is a little gem boasting chalky cliffs, beautiful shorelines and great attractions.

The Trouville Hotel, situated on the sea front in Sandown. All rooms are en suite with hospitality tray and TV.

Includes:

- 4 nights half-board accommodation
- Excursions to Alum Bay (boat trip) and Steam Railway, Newport, Godshell and Pearl Factory

£435
per person

Sharing Twin / Double • No Single Supplement



Harrogate

Date: Sunday 16th to Monday 17th June 2024

Our tour is based in the elegant spa town of Harrogate with its pedestrianised streets lined with 19th century buildings, now home to a selection of boutiques and cafes, including Betty's Tea Rooms.

The Old Swan Hotel, combines Victorian splendour with elegant contemporary style and is just a short walk from the town centre.

Includes:

- 1 night half-board accommodation
- Included afternoon tea



£180
per person

Sharing Twin / Double • No Single Supplement (Limited Availability)



Weston-super-Mare

Date: Monday 17th to Friday 21st June 2024

Our closest seaside town, Weston-super-Mare, is a popular seaside resort. Sweeping beaches, a pier and a level promenade with views over the channel.

The Smiths Hotel is situated on the sea front, Weston-super-Mare, a short walk from the pier and town centre. All rooms en-suite with hospitality tray and TV.

Includes:

- 4 nights half-board accommodation
- Evening entertainment
- Excursions include a ride on the West Somerset Railway, afternoon tea, Bristol and a boat cruise

£380
per person

Sharing Twin / Double • No Single Supplement (Limited Availability)



Garden of England

Date: Sunday 7th to Thursday 11th July 2024

Kent is England's oldest county and has a fascinating past. It has an abundance of leafy lanes, lavender fields, orchards, vineyards and hop gardens.

The Judds Folly Hotel is set in 3 acres of grounds, a short drive from Faversham market town. It has a traditional bar, restaurant and a lounge with views over the valley. Outside space for that evening drink, weather permitting, friendly staff and a warm welcome.

All rooms are en-suite with hospitality tray and TV. Hotel has no lift but there is only 1 upper floor and some courtyard rooms are available.

Includes:

- 4 nights half-board accommodation
- Excursions include Leeds Castle, Faversham and Whitstable



£530
per person

Sharing Twin / Double • Single Supplement £20 per person



Zell-am-See, Austria

Date:

Sunday 4th to Monday 12th August 2024

Includes:

- Tyrolean Evening
- Austrian Bowling Evening
- Excursions to Salzburg, Grossglockner High Alpine Road, Kaprun & Maria Alm



The scenic alpine town of Zell-am-See sits on the side of Lake Zell with the beautiful mountains behind! Take a cruise on the lake or a cable car up the mountain or browse the array of shops in the pedestrianised area

Our accommodation will be for 8 nights half-board.

1 overnight in Germany on onward and return journeys and 6 nights at the Hotel Schutthof a traditional hotel situated at the South End of the lake. All rooms are en suite with Austrian Style large double beds (individual bedding).

£1,250
per person



Sharing Twin / Double • Single Supplement on request



Skegness & The Lincolnshire Wolds

Date: Monday 5th to Friday 9th August 2024

Well known seaside resort on the East Coast with golden sandy beaches and a long picturesque promenade! There are parks and gardens to admire with a long pier. We also tour the rolling hills and hidden valleys of the Lincolnshire Wolds, a designated area of outstanding natural beauty.

The 4-star Savoy Hotel is a family run hotel situated a short walk from the pier and town centre. All rooms are en-suite with hospitality tray and TV.

- Includes:**
- 4 nights half-board accommodation
 - Excursions include Mablethorpe, Lincoln, Boston & Spalding, Louth and a ride on the Steam Railway



Sharing Twin / Double • No Single Supplement (Limited Availability)



Eastbourne

Date: Monday 16th to Friday 20th September 2024

Eastbourne is a traditional elegant seaside resort with attractions for everyone. Visit the pier or take a stroll along the long seafront. Browse the modern shopping centre or relax in a café along the front.

The York House Hotel, is an elegant Victorian 3-star hotel that enjoys a relaxed, laid back seafront location just yards from the sea and a pleasant walk from the pier and town centre. All rooms are en suite with hospitality tray and TV.

- Includes:**
- 4 nights half-board accommodation
 - Excursions include a ride on the BlueBell Steam Railway, Hastings and Rye



Sharing Twin / Double • Single Supplement: £90 per person



Tenby

Date: Sunday 6th to Thursday 10th October 2024

Tenby is an attractive seaside resort on the south coast of Wales. With pastel coloured buildings, narrow cobbled streets, fortified medieval walls and shimmering bays.

The Giltar Hotel overlooks South Beach and Caldey Island and is within easy walking distance of the town centre. The Hotel has a cellar bar, dance floor and entertainment some evenings. All rooms are en suite with hospitality tray and TV.

Includes:

- 4 nights half-board accommodation
- Excursions include Carmarthen, St. Davids, Canarth Falls and a boat trip



Sharing Twin / Double • No Single Supplement (Limited Availability)

My Holiday Notes

Call us to book on 01926 813840 or email michelle@travelcatteralls.co.uk

Terms & Conditions

IMPORTANT NOTICE

We reserve the right to refuse, accept, cancel and / or not proceed with any booking at any time at our sole discretion. All contracts between Catteralls of Southam Ltd and its clients are made on the terms of the booking conditions which are governed by English Law and both parties shall submit to the jurisdiction of English Courts at all times. If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

Unfortunately, it is inevitable that some of the prices or details contained within our brochure may have changed since it was printed. We also reserve the right to correct errors at any time prior to the price being confirmed at the time of booking. When you book your holiday you will be informed of any changes to any of the relevant details within our brochure which have occurred prior to you making your booking.

TERMS AND CONDITIONS

These terms and conditions form a key part of our agreement with you and forms the basis of a legally binding contract between you as the lead name making the booking, (and anyone else in your party) and us Portrest Ltd and Catteralls of Southam Ltd. When you make this booking as the lead name, you undertake that you have the authority to accept, and do accept, on behalf of your party the terms of these booking conditions, which are governed by English Law. Please take time to read through them and you will see that they set out in simple terms what responsibilities we both have when entering into a contract.

1. MAKING A BOOKING

You can write to us telephone us, or contact us via email the contract is made when your booking is entered onto our reservation system and we issue a confirmation of booking. We will send the confirmation via email or posted letter usually within seven days of your booking. Please READ and check this confirmation very carefully to ensure all the information is correct and tell us immediately of any errors.

2. PAYMENT TERMS

At the time of booking you will need to pay a nonrefundable deposit for each person travelling. The deposit for 4/5/6-day UK based tours is £100.00 per person. The deposit for 2/3 day UK based tours is £70 per person. The deposit for all continental (non-UK) tours is £150 per person.

The balance is due 7 weeks prior to departure. If you book within our balance due period, you will need to pay the total holiday cost at the time of your booking. If you do not pay the outstanding balance for your holiday on or before the date when it is due we may cancel your booking and you will be required to pay the cancellation charges detailed below. The date of payment will be printed on your confirmation of booking.

3. REQUESTS TO CHANGE BOOKING ARRANGEMENTS

After we have issued our booking confirmation we will do our very best to accommodate any changes you may want to make, but we cannot guarantee to do so. Any changes must be notified to us in writing and signed by the lead name. If we are able to make the changes, we reserve the right to charge an amendments fee of £25 per booking per occasion, which will be payable plus any additional charge(s) for the facilities requested. No alterations will be permitted after balance due

4. ALTERATIONS AND CANCELLATIONS BY US

Changes to confirmed holiday arrangements sometimes have to be made and we reserve the right to do so. Where a significant change is made before departure, we will notify you in writing. Occasionally, before departure, we may be constrained by circumstances beyond our control to make a significant alteration

to any of the main characteristics of the travel services which form part of your confirmed booking or to any special requirements which we have accepted.

Our holidays require a minimum number of bookings to enable us to operate them and we reserve the right to cancel any holiday where this minimum number is not achieved. The minimum number applicable to any particular holiday depends on a number of factors. Failure to achieve the applicable minimum number does not, however, oblige us to cancel.

In the event we have to significantly alter any of the main characteristics of your confirmed arrangements or accepted special requirements, we will provide you with the following information in writing as soon as possible: (i) the proposed alteration and any impact this has on the price; (ii) in the event that you do not wish to accept the alteration, details of any substitute package we are able to offer (including the applicable price); (iii) your entitlement to cancel your booking and receive a full refund if you do not want to accept the alteration or any substitute package offered; and (iv) the period within which you must inform us of your decision and what will happen if you don't do so.

Occasionally, it may be necessary to cancel confirmed holiday arrangements. We have the right to terminate your contract in the event (i) we are prevented from performing your contracted holiday arrangements as a result of unavoidable and extraordinary circumstances and we notify you of this as soon as reasonably possible or (ii) we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been achieved and we notify you of cancellation for this reason as referred to below. Where we have to cancel your holiday in these circumstances, we will refund all monies you have paid to us but will have no further or other liability to you including in respect of compensation or any costs or expenses you incur or have incurred. We will of course endeavour to offer you comparable alternative arrangements where possible which you may choose to book in place of those cancelled. We also have the right to cancel if you fail to make payment in accordance with the terms of your contract, in which case cancellation charges will apply.

5. MAKING A COMPLAINT

If you have a complaint during your holiday you must inform the driver / representative as soon as possible to allow them the opportunity to resolve the problem as quickly as possible. If you encounter any problems with the hotel you must inform the hotel staff immediately to allow them the opportunity of rectifying the matter, in most cases these difficulties can be rectified on the spot. If, on your return from holiday, you remain dissatisfied you should write within 14 days to Catteralls Coaches Ltd. In your letter you will need to quote your booking reference number, destination and departure date. If you do not tell us at the earliest opportunity about a problem giving rise to your complaint we cannot take steps to investigate and rectify it. In deciding how to respond to your complaint we will take into account the date you first drew the problem to the attention of our driver/courier or supplier. The Company must receive written complaints within 14 days of your return from the holiday. No liability will be accepted for complaints not passed on to the driver nor for those received beyond the stated time (14 days).

6. COACH ALLOCATION

Due to operational reasons (breakdown, availability, low number of passengers etc.) Catteralls Coaches Ltd reserve the right to use midi or standard (no toilet) coach rather than having to cancel your tour or day trip. We will endeavour to inform clients beforehand unless unforeseen circumstances prevent us from doing so.

7. COACH SEATING

Coach seating is allocated at time of booking; however, we do reserve the right to change seat allocation seating prior to departure if necessary to accommodate further passengers. Requests for particular seats can be made when booking but cannot be guaranteed.

8. HEALTH AND SAFETY ON HOLIDAY

Some tours in our brochure require average physical ability as there may be an element of walking involved. This does not imply other itineraries are suitable and the company will not accept liability for omissions. It is the responsibility of the client to check directly with our staff prior to booking. In some 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. Further information can be obtained from your GP or from your travel agent who can provide you with the leaflet "Health Advice for Travellers" published by the Department of Health. When travelling to member states of the EC, we strongly advise you to carry with you a European Health Insurance Card. This European health card allows you to free or reduced health care costs whilst in member states. It is very important that you declare any serious illness or ailments at the time of booking. Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey for a long period of time. If you are planning to undertake a bus or coach journey of more than 3 hours you should consult your doctor if you have ever had DVT or pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, a stroke, heart or lung disease or if you have had major surgery in the past 3 months. We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. During the journey we will provide comfort stops as frequently as possible. During these stops you are encouraged to get off the coach and walk around. Exercise reduces any discomfort, which may be caused by periods of immobility. During any journey you should drink alcohol only in moderation as it leads to dehydration.

9. PASSENGER BEHAVIOUR

We want all our passengers to enjoy their holiday. However, you must remember that you are responsible for your behaviour and the effect it may have on others. When you book with us, you accept responsibility for any damage or loss caused by you. If you or any member of your party is abusive, disruptive or behaves in a way which in our reasonable opinion could damage property or cause damage or injury to others or affect their enjoyment of their holiday, we have the right, after reasonable consideration to terminate your contract with us. In the event of this happening we will have no further obligations or liability to you. The coach driver / representative or authorised official is entitled to refuse you boarding if in their reasonable opinion you are under the influence of drink or drugs or you are being violent, abusive 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 according to the scale in Section 6. If the refusal is on the return journey we have the right to terminate the contract and will have no further obligations or liability to you.

10. OUR LIABILITY

(1). We promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. We will only be responsible for what our employees, agents and suppliers do, or do not do, if they were, at the time, acting within the course of their employment (for employees), or carrying out work we had asked them to do (for agents and suppliers).

(2). We will not be responsible for any injury, illness, death, loss (for example, loss of enjoyment or loss of possessions), damage, expense, cost or other sum or claim of any nature or description whatsoever which results from any of the following: the act(s) and/or omission(s) of the person(s) affected; or the act(s) and/or

omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable.

(3). Your luggage and other personal possessions are your responsibility, and you must look after them at all times. We do not accept liability for any luggage and personal possessions unless you are able to demonstrate that any damage or loss was caused intentionally or negligently by our employees or suppliers.

11. NO SMOKING POLICY

We operate a strict no smoking policy on all our coaches. Comfort stops are made en route. The smoking policy of other carriers and suppliers will vary, but in the majority of hotels we use, there is no smoking in any of the guest bedrooms or public areas.

12. PETS

We do not allow pets to be taken on our holidays. However, Registered Assistance Dogs will normally be accommodated on UK holidays.

13. PICK UP POINTS, ITINERARIES, TRAVEL DOCUMENTS AND PASSPORTS

If you live up a long drive or track you will be collected from where this joins the main road as some of our feeder vehicles are too large to access these areas. You are responsible for ensuring that you are at the correct departure point at the correct time, with the correct documents and we cannot be held liable for any loss or expense suffered by you or your party because of an incorrect passport or late arrival at the departure point. Approximately two weeks prior to departure we will advise you with confirmation of your pick-up point and departure time. Certain travel documents may have to be retained by us, your driver/courier will then issue them to you at the relevant time, if you lose a travel document after it has been issued to you we will require you to meet the direct cost charged by the carrier/supplier for the issue of a duplicate or replacement. If you are a British citizen travelling outside the United Kingdom you must have a full UK passport valid for a minimum of six months after your scheduled date of return. Non-UK citizens must seek passport and visa advice from the consulates of the countries you plan to visit prior to making a booking for one of our holidays. The name on the passport must match the name on the ticket. If someone in your party changes name after the booking is made, you must tell us immediately so that we can issue the ticket in the new name. Catteralls of Southam reserve the right to modify itineraries at their discretion in order to meet drivers regulatory hours or to conform to requests from the competent Authorities in the United Kingdom and/or any other sovereign state through which the tour will operate. Included excursions are detailed on the relevant brochure page and refunds will not be made for any excursion not taken. Admission fees to buildings, grounds etc. are not included in the price of the holiday unless otherwise stated on the relevant brochure page. Catteralls Coaches reserve the right to return home earlier than stated on itinerary due to unforeseen circumstances, or operational reasons, without prior notice.

14. DELAYS

Your travel insurance may cover you for some delays. In addition where you are delayed for more than six hours in any one day, we will seek to minimise any discomfort, and where possible, arrange for refreshments. Catteralls of Southam Ltd reserve the right, in the unlikely event of a coach breaking down, to replace the tour coach with a standard coach.

15. TRAVEL INSURANCE

We strongly advise you to take out travel insurance to cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. If you do not have adequate insurance and require our assistance whilst on holiday, we reserve the right to reclaim from you any medical, repatriation or other expenses that we may incur on your behalf, which would otherwise have been met by insurers.

16. SPECIAL NEEDS

Unfortunately many hotels overseas do not provide adequate facilities for guests with mobility problems or who suffers from

other disabilities. Whether you are planning a holiday overseas or in the UK please notify us before you book if you or any member of your party has special needs or suffers from any disability. If you will need assistance or special facilities in the hotel or may have difficulties in taking part in excursions or boarding/travelling on the coach or other means of transport you must let us know immediately because NOT all of our holidays may be suitable for you. We will accept lightweight wheelchairs for travel, subject to them being able to be folded and stowed away in the luggage hold of the coach. We regret that we are unable to take wheelchairs, which are over 15kg (33lb) in weight. We MUST be advised at the time of booking that a folding wheelchair is being taken on the trip. If you do not tell us you are taking additional items we may not be able to accommodate them. Some attractions and tours may not be suitable for the disabled or passengers with walking difficulties. Electric scooters can be hired at most of our chosen destinations however, if you wish to take your own, due to health and safety and weight issues please contact our reservation staff for further information and guidance. Clients that use nebulisers can take a small hand held (or personal) oxygen cylinder on the coach but for those that need large oxygen cylinders you must arrange for them to be sent directly to the hotel. We cannot carry large cylinders in the lockers/luggage areas for UK or European Tours.

17. SPECIAL REQUESTS

Special requests for dietary requirements should be notified at time of booking. We will notify the hotel(s) but please note some hotels may not have facilities to cope with special diets and we cannot be held liable for their failure to do so. You should also detail any other requests – for example, low floor a particular room or location etc. we will pass your request to the relevant supplier but this does not guarantee that your request is definite. If a request can be fulfilled you may incur an extra charge, payable either to us or direct to the hotel.

18. SINGLE OCCUPANCY

We cannot guarantee if you book a single seat that you will not have another single passenger allocated the seat next to you. Single occupancy of rooms when available may be subject to a supplementary charge and this will be shown on the brochure page or advised at the time of booking. NB If you are charged a Single Room Supplement (SRS) it does not mean that your single room is of a better quality or larger in size to any other single room.

19. ENTERTAINMENT

Some of our hotels arrange additional entertainment. Where this is part of the holiday, 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 lack of demand or for operational reasons. The hotel reserves the right to change entertainment, once authorisation has been approved by Catteralls Coaches, at their discretion. When purchasing a tour that contains tickets (theatre/show/concert), while we endeavour to ensure that all members of your party are seated together this cannot always be guaranteed. Booking fees are not refundable in any event.

20. DATA PROTECTION ACT

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as hotels, transport companies etc. The information may also be supplied to security or credit card checking companies, public authorities such as customs/immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass information on to any person not responsible for

part of your holiday arrangements. This applies to any sensitive information that you give to us such as details of any disabilities or dietary/religious requirements. If we cannot pass this information on to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking you consent to this information being passed on to the relevant persons. Please note that where information is held by your travel agent, this is subject to your agent's own data protection policy. Your data controller is to a copy of your information held by us. If you would like to see this, please contact us. 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 will provide you with details of other goods and services including those of selected third parties. If you do not wish to receive further information about products and services, please write to the Marketing Manager.

21. TRAVELLING WITH CHILDREN

Following recent guidelines from the British Foreign Office, single parents or other adults travelling alone with children should be aware that some countries require documentary evidence of parental responsibility before allowing lone parents to enter the country or, in some cases, before permitting the children to leave the country. The advice strongly suggests that any child or children who travels with a grandparent, aunt etc, must have a signed letter of authority from either the parents or legal guardians of the child and this must be carried with the child's passport, giving permission for the child or children to be taken out of the UK. (For further information on exactly what will be required at immigration, please contact the appropriate embassy or visit <http://www.fco.co.uk/>).

22. ESCORTED TOURS

We do not guarantee a courier service on all our tours. We will monitor the bookings and provide this service if we feel it is necessary.

23. HOLIDAY CANCELLATION

You or any member of your party may cancel at any time, provided that the cancellation is made by the lead name and is communicated to our office in writing. You will have to pay the cancellation charges set below. Bookings are not transferable. If you are insured against cancellation you may be able to recover the charges from your insurers. Your cancellation will take effect from the date when we receive written confirmation of your cancellation. You must also return any tickets or vouchers that you have received. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy.

24. MOBILITY SCOOTERS

We are able to carry a maximum of 2 folding mobility scooters on each day excursion or holiday. Scooters must be easily dismantled into separate parts or collapsible and weighing no more than 20kgs. Space must be reserved at the time of booking and passengers need to be travelling with a companion who can assist with the dismantling and stowage of the scooter in the luggage area. Scooters must be powered by dry batteries.

25. PORTERAGE

Porterage is not guaranteed on all our holidays, our drivers will carry luggage into the reception area of your hotel, where passengers can collect and take to their rooms. If assistance is required you may ask your driver.

26. SCALE OF CANCELLATION CHARGES.

Period before departure within which written notice of cancellation of holiday is received (with cancellation charge as a % of your holiday cost).

More than 56 days before departure:	Deposit only
56 days to departure day:	100% of holiday cost

Please note: We do not provide insurance and strongly recommend that all passengers obtain their own for all tours.

Catteralls Event Calendar 2023 / 2024

NOVEMBER 2023

M	T	W	T	F	S	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

DECEMBER 2023

M	T	W	T	F	S	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

FEBRUARY 2024

M	T	W	T	F	S	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	1	2	3
4	5	6	7	8	9	10

APRIL 2024

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

MAY 2024

M	T	W	T	F	S	S
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

JUNE 2024

M	T	W	T	F	S	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

JULY 2024

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

AUGUST 2024

M	T	W	T	F	S	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

SEPTEMBER 2024

M	T	W	T	F	S	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

OCTOBER 2024

M	T	W	T	F	S	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

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