

Fair Trading Charter

Our fair trading charter sets out clearly and simply the responsibilities which we at R & S WATERSON'S have to you and which in turn you have to us when a contract is made between us. The contract is made when you make a booking and we accept it by written confirmation on the terms set out in this tour guide. 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 guide. Your contract is entered into with R & S WATERSON'S this fair trading charter applies to all holidays sold from this guide.

- (1) You pay a deposit: when booking a holiday you must sign a booking form accepting on behalf of all your party the terms of this trading charter and pay the deposit of £20.00 per person including insurance premium where applicable.
- (2) You pay the balance: within six weeks of departure date. If you make a booking within six weeks of departure then the total holiday price is immediately payable.
- (3) If you change your holiday booking: we ask you to check the details of your original booking carefully against your confirmation invoice as there may be a charge of up to £10.00 for subsequent changes. However any material changes made by you within six weeks of departure will be treated as a cancellation and the appropriate charges made (see section 4).
- (4) If you cancel your holiday booking: If you wish to cancel your holiday (for 1 or all person's) you must notify R & S WATERSON'S in writing. As this incurs administrative cost and we may not be able to resell your booking, cancellation charges will apply on the following scale of booking, cancellation charges will apply on the following scale.

Period before departure within which written cancellation is received	Amount of cancellation charge shown as % of holiday cost
Prior to 42 days before departure date loss of deposit
42 - 29 days	30% (or deposit if greater)
28 - 15 days	45% (or deposit if greater)
14 - 8 days	60%
7 days to date of departure date or after	100%

Note: If the reason for cancellation is covered under the terms of any holiday insurance policy you have taken out you maybe able to reclaim these charges. Our pick-up from service from your door is appreciated by most of our clients, however, due to so many people being involved, taxis, minibus drivers, clients, etc., things do go wrong occasionally causing irritable delays for others. Once we are aware of a delay we try very hard to rectify the matter as quickly as possible. If you live outside Hemsworth and your pick-up is 15

minutes late please ring 01977 613428. Local clients are usually another 15 minutes later than this for pick-up. It is a condition of our booking terms and conditions that you accept any delays with this service.

- (5) If you have a complaint: If you have a complaint during your holiday please inform in the first instance the supplier of the service and the driver / courier or representative who will do his / her utmost to resolve the problem immediately. If the matter cannot be put right on the spot you must telephone us immediately and notify us in writing within 14 days of completion of your holiday and this must be sent to R & S WATERSON, 68 HIGHFIELD RD, HEMSWORTH, PONTEFRAC, WEST YORKSHIRE, WF9 4EA and you must quote your holiday destination and departure date. Failure to establish your complaint immediately in accordance with the above procedure may affect the outcome.
- (6) Carriers and conditions: you are advised that carriage may be in vehicles other than those owned or operated by the company.
- (7) Rights of refusal: We must point out that R & S WATERSON reserve the unconditional right to refuse a booking or terminate a passenger's holiday in the event of unreasonable conduct which in our opinion is likely to cause distress, damage, danger or annoyance to other customers, employees, property or to any third party. This includes any passenger who fails to advise us of any medical condition or disability in accordance with paragraph 8 (below) If you are prevented from travelling as a result of such termination our responsibility for your holiday ceases and full cancellation charges will apply and we will be under no obligation whatsoever for any refund, compensation or loss that you may incur.
- (8) Disabled people: We accept bookings from disabled people, however any disability must be highlighted by forwarding a letter with all details to R & S WATERSON. We stress that we cannot guarantee any request that are made. If we are not informed in this way we cannot be held responsible for any inconvenience or cost incurred by the client and this may include our refusal to take you on holiday or to complete your holiday. Please note 100% cancellation charges would apply.
- (9) Other items: You may not bring a pet or any animal on a R & S WATERSON holiday. You may not play a radio or cassette on the coach. 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 clients because of late arrival. Although our vehicles have large luggage compartments we have to adhere to regulations concerning overall weight of fully laden vehicles we would therefore ask you to restrict your luggage to a medium size suitcase per person. It is your responsibility to make sure that your luggage is on board the right coach in which you are travelling. Smoking is not allowed on any R & S WATERSON coach holiday, if you ignore this rule and thereby cause inconvenience, distress or disappointment to other passengers you may be asked to leave the coach holiday (see paragraph 7). All holidays contained in this guide operate subject to a minimum number required to operate that holiday.