

# Excursion Club



## Terms and Conditions

### 1. The Booking Agreement

Any contract between you and us is subject to these Terms and Conditions. The contract shall be governed by and construed in accordance with English law and is subject to the jurisdiction of the Courts of England and Wales.

### 2. To Make a Booking

Excursions are available to members of the Community Transport Waltham Forest Excursion Club only. Bookings should be made on the appropriate form. Bookings are made on a first come first serve basis and require full payment at least 21 days prior to the excursion. To make a booking please complete the tear off slip from the Excursion Schedule and post, together with the appropriate payment to: CTWF, Low Hall Business Park, 30 South Access Road, Walthamstow E17 8BS. Payment may be made by cheque, which should be made payable to Waltham Forest Community Transport. The fee payable constitutes transport only. Admission fees are payable by individuals.

If you find it too difficult to complete the form, please call the booking line on 020 8509 7666 between the hours of 2.30pm - 4.30pm Monday to Friday only.

### 3. Cancellation

Should you wish to cancel your booking, please notify us at least **14 days prior** to the excursion. No refunds will be made after this period.

### 4. Changes to Booking

If you need to alter any of your booking details please contact us as soon as possible. We will try to accommodate your wishes but cannot guarantee to do so. Please note that because of the complex arrangements involved in many of our excursions, changes (other than name changes) are generally not possible within 14 days prior of departure.

### 5. Cancellation of an Excursion by Us

Excursions are based on an economic minimum number of passengers and should this not be reached, we reserve the right to cancel or amend the programme. In the event that the excursion has to be cancelled before departure because of poor sales or in the event of force majeure, e.g. 'act of god' we will offer a full refund. Alternatively the value of your payment may be taken as credit towards a future excursion which we may organise.

## **6. Changes to the Excursion**

Our excursions are planned in advance; sometimes changes may be necessary although we would normally expect to be able to provide you with the services confirmed by us in respect of your original booking. In the event of having to make changes we will make every effort to provide as much advance notification of changes as possible.

## **7. Special Requests**

Any special request or requirement which is essential to your booking (wheelchair assistance or special facilities for certain medical conditions) must be made known to us in writing before you book. We will contact venues and will be happy to pass on any other reasonable requests that you may have but they cannot be guaranteed and will not form part of our contract. No compensation will be payable if such requests are not fulfilled.

Wheelchair users: Our trips are limited to 3 wheelchairs per trip. These spaces will be allocated on a first come first serve basis. If a carer is accompanying you, an additional place will need to be booked on the bus.

Carers/assistants: All passenger seats occupied carry the trip tariff unfortunately no concessions are available for carers/support workers.

## **10. Complaints**

Should you have a problem during an excursion please notify the vehicle escort who will do whatever he/she can to help you there and then. In the unlikely event that you are not satisfied with the actions taken to deal with your complaint and you wish to take the matter further, you must put your complaint in writing to the Director of Community Transport Waltham Forest within 3 weeks of your return giving all the details.

## **11. Data Protection Policy**

We take full responsibility for ensuring that proper security measures are in place to protect the information you provide us in order to process your booking. We will not pass any information on to any person not responsible for part of your travel arrangements. However, in making this booking, you consent to this information being passed on to organisations that maybe responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, dietary or religious requirements.