

ALL UK TOURS OPERATED BY SUNBEAM LUXURY COACHES ARE IN CONJUNCTION WITH GREATDAYS HOLIDAY SERVICES POLICY OF FAIR TRADING

Payment of Deposit

Your contract is protected by GREATDAYS HOLIDAY SERVICES TRUST ACCOUNT. Your deposit payment should be made payable to: GREATDAYS TRUST ACCOUNT NO. 2 where the money will be held in trust until the contract has been fully performed.

Payment of Balance

We will send out an invoice 8 weeks before travel. You must pay this 6 weeks before travel, or cancel, otherwise you could be liable for cancellation charges up to 100% of the value of the final invoice.

If We Change Your Booking

The stated content of the holiday in the leaflet is made months in advance and changes are sometimes unavoidable. Most of these changes are however 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 to you or
- c) cancel your booking.

If you choose a) or b) we will pay 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

Compensation will be paid per person as follows:

More than 42 days	nil
28 - 42 days	£25.00
14 - 27 days	£30.00
1 - 13 days	£35.00

If We Cancel Your Booking

We reserve the right in any circumstances to cancel your booking, giving you six weeks notification (except in circumstances beyond our control) and a full refund of all monies paid. However, should the acceptable minimum number of places on the tour not be reached we will offer you:

- a) a full refund or
- b) a comparable alternative or
- c) a supplement in order to operate the tour with a minimum number of persons.

Delays in the Journey

We cannot be held responsible for any unforeseen delays in your ferry crossing to or from the UK, whether caused by bad weather or other unforeseen circumstances. In the event of a delay, you will be responsible for providing your own meals and accommodation.

Security Repatriation

(for overseas tours only)

The total cost of this holiday will be held in trust until the holiday is complete. In the case of insolvency during any stage of the holiday, Greatdays Holiday Services undertakes to repatriate all passengers to their point of origination by providing a ferry crossing and a replacement coach if necessary.

Passport and Visa Requirements

(for overseas tours only)

UK passport holders need only a passport for visiting EC countries. Please advise if you hold a non-UK passport as you may be prevented from travel without the proper visas and documentation, according to the Carrier Liability Act.

Health Formalities

(for overseas tours only)

You should obtain a European Health Insurance Card from the Dept. of Health, which is an agreement within EC countries enabling you to claim back a percentage of medical fees.

If You Have a Problem

The organiser of this tour is Greatdays Holiday Services Ltd., Chapel House, Borough Road, Altrincham, Cheshire WA15 9RA. They may be contacted as follows:

Tel: 0161 928 9966 Fax: 0161 928 8226

Your driver / courier will be able to assist with any problems during the journey.

Our Responsibility

We accept responsibility for ensuring that each part of the holiday booked with us is supplied as described in this leaflet and to a reasonable standard. In the event that any part is not provided as described and has affected the enjoyment of your holiday, please remember:

- i) 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 lack of demand or insufficient numbers staying in the hotel.
- ii) some excursion 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.
- iii) the published running times of services are estimates only and we will not be liable for any loss (howsoever caused) arising from the delay or failure to operate services in accordance with published timings. We make every effort to ensure that proper arrangements have been made for all holidays advertised in our brochure/leaflet and that the suppliers of the services that 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 held responsible for death, bodily injury or illness caused by activities engaged in, which are outside the scope of the holiday itinerary. If necessary, please follow our complaints procedure - see below.

Surcharges

There may be instances where circumstances beyond our control dictate an increase in the cost. We will not pass on any increase less than 2% which occurs after the printing of this leaflet. We reserve the right to introduce a surcharge for increases larger than this if they occur more than 6 weeks before travel. You will be given the option of cancelling without penalty 6 weeks before travel as stated earlier.

Cancellation Charges

If you cancel your holiday this incurs administrative costs. We will therefore retain your deposit and, in addition, apply cancellation charges as set out below:

Prior to 42 days before travel	deposit only
28 - 42 days before travel	40%
14 - 27 days before travel	60%
13 days or less before travel	100%

Transfer of Booking

If the customer is prevented from travelling for any reason, he may transfer the booking to another person, providing that a minimum of 2 weeks notice is given.

Financial Protection

This holiday is operated in conjunction with Greatdays Holiday Services Ltd., Chapel House, 1 Borough Road, Altrincham Cheshire, WA15 9RA. Following recent government legislation, we are pleased to confirm that all passenger monies paid to Greatdays Holiday Services Ltd. are deposited in a Trust Account which has been established by their Solicitors and which is operated through Barclays Bank plc.

This Trust Account conforms to the requirements of the Package Travel, Package Holiday and Package Tour Regulations 1992. This is the protection required by law for all passengers money. Once you have paid your holiday fares, your money is deposited in the Trust Account where it is held until the completion of the holiday on which you have booked.

Complaints Procedure

Should you have any reason to feel that we have not met our obligations, please put your comments in writing, within one month of return, quoting tour reference and departure date to:

SUNBEAM LUXURY COACHES

WESTGATE STREET

HEVINGHAM

NORWICH

NORFOLK

NR10 5NH

Tel: 01603 754182