



Terms and Conditions - Midlands 103 Tours

- 1) The organiser reserves the right to terminate the contract if the behaviour or conduct of a consumer either prior to or during a holiday is likely to endanger the safety/well-being enjoyment of other consumers in his/her company or that of the consumer himself/herself.
- 2) It is the consumers responsibility to disclose to the organiser any physical or mental health conditions that the consumer or their guests should have. Please note: Consumers who need carers must be accompanied by a carer. Whilst Midlands 103 endeavour to assist with each passenger needs, we do not offer a full caring package for an individual guest.
- 3) We do not supply Wheelchairs, Mobility Scooters for our passengers.
- 4) Pick-Up points/Drop off Points - designated only – For welfare and safety purposes Midlands 103 can only pick up at the designate stops mentioned in the brochure namely Laois, Offaly and Westmeath.
- 5) It is important that the consumer must agree their pick-up point at the time of booking. Please note you are not permitted to pick the coach up in other areas without first notifying the Midlands 103 team.
- 6) A non-refundable booking deposit of €100 per Person is required at the time of booking for our Irish and United Kingdom Tours. The holiday must be paid for in full at least 4 weeks before the scheduled date of departure. Should the consumer fail to pay the balance within the set time frame of 4 weeks prior to departure, the holiday will be released, and a no refund policy will be in place.
- 7) A minimum number of 30 passengers are required to secure the viability of the Tour. Should the minimum number of passengers not reach the required amount; Midlands 103 will adhere to give a minimum of 14 Days' notice to passengers who have booked the tour.
- 8) If the consumer cancels the holiday a no refund policy will apply.
- 9) Midlands 103 always use 3-4 Star properties. Specific Hotels and their respected facilities will always be detailed in full on our e-brochure literature. However, this is not always possible on our annual printed brochure. Intending passengers will always know the exact hotel(s) being used prior to any deposit or payment been taken.
- 10) Consumers who decide not to go on a holiday can not transfer the holiday to another party.
- 11) Consumers who book a holiday and are unable to go for whatever reason are not permitted to transfer the holiday and will forfeit any monies paid.
- 12) Consumers must refrain from the consumption of illegal substances whilst on tour. He/she must also refrain from smoking and drinking whilst on the coach. They should only smoke or drink at appropriate times where it is legally permissible to do so.
- 13) Should the consumer have any special requests (e.g. Rooms beside lifts, Dietary requests) these should be communicated at the time of booking. The organiser shall endeavour to fulfil such requests but can't guarantee same.
- 14) The organiser reserves the right to alter, change curtail or cancel a holiday on the following grounds
 - Should the organiser have a minimum number of 30 bookings required to operate.
 - In an act of God situation including adverse weather conditions, natural disasters, fire or other destruction of any property, vessel, craft or vehicle to be used in connection with a holiday,
 - The sizes of the coach used will be determined by the number of passengers booked on a holiday. The sizes of the coaches are a minimum of 30 seats to 55 seats.
 - Not all coaches provided by the organiser are guaranteed to have a restroom on board.
- 15) Regarding ferry or air travel if a boat/plane is cancelled prior to departure from designated departure point, the organiser will do everything within its power to provide alternate ferry/flight travel options.
- 16) The organiser cannot be held responsible for any passenger arriving late resulting in them missing a departure time or an excursion. Refunds will not apply.
- 17) The organisers strongly recommend that all consumers avail of travel insurance for both domestic and non-domestic holidays. The consumer will be fully liable for all their medical expenses as no such costs will be borne by the organiser. The organiser will not be involved in or responsible for any claim(s) made by a consumer against their insurance provider. It is the responsibility of the consumer to check that the insurance scheme provides the consumer with his/her desired level of cover. As a minimum we recommend up to 5 Million Medical Expenses, €3000 in the event of cancelling your trip, a hospital benefit of €15 per day up to a maximum of €2000. For cutting your trip short or abandoning your trip €3,000. Personal Accident of €15,000 and death benefit for ages 16-65 would be €10,000 and anyone over 65 and under 16 would be €7000 and the personal liability cover would be 1 and half million. This information is for guidance only and should be discussed fully with your insurance provider.
- 18) The consumer hereby agrees that he/she shall abide by all instructions or directions given by a member of the organisers staff and guide always while on tour.
- 19) All passengers must remain seated in the interest of safety whilst vehicles are in motion. Seatbelts must be worn. Movement to the contrary is at the passenger's own risk.
- 20) Should a passenger have cause for complaint for any reason whilst on holidays the consumer should bring their complaint to the Dedicated Tour Manager at the time. If it is felt that the tour manager has not dealt with the issue correctly and efficiently the consumer shall be obliged to notify the General Manager of Midlands 103 in writing only no later than 21days after his/her return.
- 21) The Organiser has the right to refuse travel to consumers.