



Our Trading Charter with you

This Trading Charter covers all holidays arranged by Buzzlines Travel Ltd, registered office Lypmpe Distribution Park, Near Hythe, Kent CT21 4LR.

Why should I read this page?

Because it is very important. Our Trading Charter forms 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, anyone else in your party and us. 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. This contract is made subject to the terms of these booking conditions, which are governed by English Law, and the non-exclusive jurisdiction of the English Courts. If your holiday involves any travel by air or cruise, your contract will be with the ATOL licence holder named on the individual brochure page. **The contract terms and financial guarantees set out in this document will not apply to any holiday involving any type of flight or cruise, Eurostar and/or Disneyland Paris bookings.** Instead, you will be supplied with the full booking conditions of the ATOL holder arranging your holiday or the relevant supplier. A copy of these conditions can be requested or viewed at our offices prior to booking your holiday.

How and when do I make this contract with you?

We welcome you making contact with us in a number of ways. You can write to us, phone us or visit us in person, use a nominated travel agent, e-mail or visit our website. Whichever way you contact us the contract is made when your booking is entered on to our reservation system and we issue a confirmation of booking. We will send you or the agent the confirmation of your booking within 5 working days. Please check this confirmation very carefully to ensure all the information is correct and tell us, or your agent, immediately of any errors or omissions found.

How is my holiday money protected?

We subscribe to the Code of Conduct of the Bonded Coach Holidays Group (BCHG) of the Confederation of Passenger Transport UK. BCHG requires a bond to be taken out to provide protection for your holiday money in the unlikely event that a Member cannot, for financial reasons, carry out their obligations to their passengers.

BCHG Consumer Guarantee

The Bonded Coach Holiday Group guarantees to bona fide customers that in the event of failure of a bona fide Member, it will:

- (1) wherever possible, arrange for a holiday or tour to be completed.
- (2) where failure occurs after a holiday has begun, arrange for customers to be returned by an appropriate means of transport to their UK area of departure.
- (3) if the holiday or tour cannot be completed as planned, the reimbursement of payments made by the customer to the BCHG Member, other than payments made by credit card.

When do I need to pay for my holiday and how much?

At the time of booking you will need to pay a deposit of £50.00 for each person named on the booking plus the insurance premium if taken. The balance must be paid at least eight weeks before the holiday departure date.

If you book within eight weeks of the departure date 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 as detailed in section "Scale of Cancellation Charges". The date of cancellation will normally be the date you confirm in writing that you intend to cancel or 15 days after the balance due date, whichever comes first.

Where optional items are purchased as part of the tour package these are payable on the balance due date except where items, such as theatre tickets, have been specifically purchased for you. In this case the cost will be payable at a separate date notified to you and will not normally be refundable unless we obtain a refund from the supplier we use.

If I use an agent who does my money belong to?

Your agent will hold your deposit on your behalf until we issue a confirmation of your booking. The agent then holds this money on our behalf. The agent holds the balance you pay on our behalf until the date the balance is due. The agent will then forward to us.

Can you change the price of my holiday after you have issued the booking confirmation?

Yes we can, but only in very limited circumstances. The price of your holiday can be varied due to changes in:-

- Transportation costs including fuel and/or fuel tax, ferry operator fares and tolls, embarkation or disembarkation fees at terminals
- Exchange rates applied to the particular holiday booked
- Dues and taxes including changes in VAT or any other Government imposed changes.

In the case of any small variation, an amount equivalent to 2% of the price of your holiday, which excludes insurance premiums and any amendment charges, will be absorbed or retained. For larger variations, this 2% will still be absorbed for increases, but not retained from refunds. If this means that you have to pay an increase of more than 10% of the price of your holiday, you may cancel it and receive a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Alternatively, you can accept an offer of an alternative comparable holiday of equivalent or superior quality, if available, or an alternative holiday of lower quality, if available. You may then transfer payment made in respect of the original holiday to the alternative holiday. If the cost of the alternative holiday is less than the original holiday, the difference in price will be refunded. We will also pay compensation as set out in section "Scale of Compensation". Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday due to contractual and other protection we have in place.

Can I change my holiday arrangements?

After we have issued our booking confirmation we will do our 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 person who signed the booking form. If we are able to make the changes an amendment fee of £10.00 will be payable plus any additional charge for the facilities requested. Any significant alteration after the balance due date will be treated as a cancellation of the original booking and will be subject to the cancellation charges detailed below. A significant alteration would include a change of departure date, holiday or hotel, or number of people travelling.

Can I transfer my booking to someone else?

You can transfer your booking to someone else provided you give us reasonable notice. This person must be able to satisfy all the conditions for the holiday and a change cannot normally be made later than seven days prior to departure. We will make an administration charge of £10.00 per person for every transfer we make plus any reasonable additional costs caused by the transfer. You will remain responsible for ensuring that the holiday is paid for by the balance due date. Travel Insurance is not transferrable.

How can I cancel my holiday?

You, or any member of your party, may cancel at any time provided that the cancellation is made by the person who made the original booking is communicated to us in writing via the office at which you made your original booking. You will have to pay cancellation charges set out in the scale below to cover our estimated loss resulting from the cancellation. 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 upon which we receive your 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 of rooms. Where tickets have been prepaid by the company, your confirmation will state the additional charges to be incurred if you should cancel from the tour.

Scale of Cancellation Charges

Period before departure within which cancellation is received	Amount of cancellation charge as % of holiday price
More than 56 days	Deposit only
43-56 days	30% or deposit, if greater
29-42 days	50% or deposit, if greater
15-28 days	70%
8-14 days	90%
0-7 days (including voluntary termination whilst on holiday)	Total holiday cost

What happens if you change my holiday?

The arrangements for your holiday will usually have been made many months in advance. Sometimes changes are unavoidable and we reserve the right to make them. Most of these changes are likely to be minor and we will do our best to keep you informed. We will tell you before your booking is confirmed if there have been any changes since the brochure/website was published.

If, after booking and before departure, we make a significant change to your holiday you will have the option of withdrawing from the holiday without penalty or, alternatively, you may transfer to another holiday without paying an administration fee. In either case we will pay you compensation according to the scale set out below.

A significant change includes a change in departure date, departure time or return time of more than 12 hours, a change of departure point, location of resort or quality of hotel, (excluding single overnight hotels on touring holidays where the quality of the hotel is comparable). On all our holidays to the continent we reserve the right to use either a ferry or the Channel Tunnel for the short crossing between England and France.

If you withdraw from the holiday because we have made a significant change or if we have to cancel your holiday for any reason other than non-payment by you we will offer you the choice of:

- A comparable replacement holiday if available; or
- A replacement holiday of lower quality together with a refund of the price difference; or
- a full refund of the money you have paid

When we have notified you of the changes and options available, you must tell us your decision as soon as possible and within any timescale we may need to set bearing in mind the need to safeguard the holiday arrangements of other customers.

Scale of Compensation

We will pay you compensation for significant changes on the following scale:

Period before departure in which significant change is notified to you or your agent	Amount per person
More than 56 days	Nil
29-56 days	£10
15-28 days	£10
8-14 days	£15
0-7 days	£20

If, prior to departure, we make a significant change to your holiday arrangements or cancel your holiday we will pay you compensation on the above scale unless:-

- the holiday is cancelled because the number of persons who agreed to take it is less than the minimum number required, and you were informed of the cancellation.
or
- the holiday is changed or cancelled by reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised. These circumstances include but are not limited to war or threat of war, riot, civil strife, terrorist activity, industrial disputes, fire, quarantine, epidemic or health risks, natural or nuclear disasters, port and terminal closures and adverse weather conditions.

Payment of compensation according to the scale set out above will not affect your statutory right to claim further compensation if, in all the circumstances, you remain dissatisfied

If, after departure, we need to make a change to a significant proportion of your holiday we will do our best to make suitable alternative arrangements at no extra cost to you. If it proves impossible to make suitable alternative arrangements, or if you have reasonable grounds for refusing the alternative offered, we will arrange transport back to your point of departure, or to an alternative location that we agree to. Unless the change is as a result of unusual and unforeseeable circumstances beyond our control (as described above), you will also be entitled to compensation.

What is the extent of your liability?

We accept responsibility if you or any member of your party is killed or injured as a result of an activity forming part of your holiday arrangements which you booked with us before your departure; or if any part of your holiday arrangements, booked with us in the UK, is not as described in the brochure or not of a reasonable standard; if the failure in your holiday arrangements or any death or personal injury is due to any fault on our part or that of our agents or suppliers whilst acting in the course of their employment. We do not accept responsibility if the failure, death or personal injury is not caused by any fault of ours or of our agents or suppliers or is caused by you or someone not connected with your holiday arrangements; or if the failure, death or personal injury is due to unusual or unforeseen circumstances which, even with all due care, we, or our agents or suppliers, could not have anticipated or avoided.

Where you, or any member of your party, participate in sports or any other activity which involves an element of risk whilst on holiday, and this has been arranged completely independently of Buzzlines Travel Limited, it should be understood that participation is at the individual's own risk and it is their own responsibility to obtain the relevant insurance.

For claims which do not involve personal injury, illness or death, our liability to each claimant is limited to the total cost of the holiday per person affected (not including insurance premiums and amendment charges). We will only have to pay this maximum amount if everything has gone wrong and you have received no benefit from your holiday.

If you or any member of your party is killed, injured or becomes ill as a result of transport by ship, train or coach, any liability which we may have to pay compensation is limited in line with the Athens Convention (applies to transport by ship), the Berne Convention (applies to transport by rail) and the Geneva Convention (applies to transport by road). You can get copies of the relevant conventions from us if you ask. You should also note that these conventions may limit or remove the carrier's liability to you and the amount which the carrier has to pay you.

If we make any payment to you or any member of your party for death, personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to take action against the person or organisation responsible for causing the death, personal injury or illness.

Our suppliers (such as accommodation or transport providers) have their own booking conditions or conditions of carriage, and these conditions are binding between you and the supplier. Some of these conditions may limit or remove the relevant transport provider's or other supplier's liability to you. You can get copies of such conditions from our offices, or the offices of the relevant supplier.

Force majeure

Except where otherwise expressly stated in these booking conditions, we regret that we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by, or you otherwise suffer any damage or loss as a result of, "force majeure". In these booking conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include (whether actual or threatened), but are not limited to, unavoidable technical problems with transport, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, epidemic or fire and all similar events or circumstances outside our control.

What do I need to do if I have to complain?

The driver/courier or representative on your holiday is there to deal with any queries or problems that you may encounter. If you have a complaint during your holiday you MUST inform our driver/courier or representative (or, failing that, the supplier of the service) at the earliest opportunity so that they can do their utmost to resolve the problem immediately. Likewise, if you encounter any problems within the hotel, you MUST inform the hotel staff to allow them to rectify the matter. In most cases these difficulties can be rectified on the spot and it is never possible to reverse hotel problems (i.e. room or food) after you have returned from your holiday. Consequently, any such complaint cannot be investigated if no prior notice is made to our driver/courier and no claims will be entertained under these circumstances. If they are unable to resolve the problem to your satisfaction you should complete a Holiday Report Form which is available from the driver/representative. If you remain dissatisfied you should write to the Customer Services Manager, Buzzlines Travel, Lympne Distribution Park, Near Hythe, Kent CT21 4LR within 21 days of the completion of your holiday. In your letter you will need to quote your booking reference number, holiday destination and departure date and the number of the Holiday Report Form which you completed at the time.

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/representative or supplier. Please note that comments written on our questionnaire forms are not classed as formal complaints.

What happens to complaints?

All complaints are thoroughly investigated and customers are kept informed at each stage of the investigation. Sometimes the investigations can take time awaiting a response from our suppliers. We can normally agree an amicable settlement of the few complaints we receive.

If I do not agree with your decision can I request arbitration?

Yes you can. If we cannot resolve your complaint amicably you may request that the dispute is referred to an independent arbitration scheme established by the Confederation of Passenger Transport UK (CPT). Full details of this scheme will be provided on request or you can obtain a copy from CPT. This arbitration scheme provides a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. This scheme does not apply to claims for an amount greater than £1500 per person. There is also a limit of £7500 per booking. Normally there is a time limit of 9 months from the date of return from your holiday within which to request arbitration but in exceptional circumstances the scheme can be used beyond this date. This scheme does not apply to claims that arise mainly in respect of physical injury or illness or the consequences of any illness or injury.

Coach Allocation

Due to operational reasons (breakdown, availability etc) and on other rare occasions, the coach specification may differ from that specified in our brochures, particularly in the event of low numbers. Buzzlines Travel reserve the right to substitute another vehicle and this could include the use of smaller vehicles and/or the use of vehicles supplied by other operators. We will endeavour to inform clients beforehand where possible. Passengers may be carried in feeder vehicles to meet the main excursion vehicle. The feeder vehicle may be a coach, minibus or taxi.

Coach Seating

Seats booked online are not allocated a specific number at the time of booking. There is a seating plan of the coach for each holiday, but it is possible that, on occasions, operational reasons will require a coach with a different configuration to be used. We therefore reserve the right to alter a coach-seating plan and allocate seats other than those you have booked. Requests for particular seats can be made on most holidays when booking but, because allocations are made on a first come, first served basis, you are recommended to book early. When your booking is confirmed you will be offered the best seats that are available at that time. If you know someone who may want to book later but sit near you please discuss this with the booking clerk at the time you make your booking. Specific seats will not be allocated on coaches which operate on feeder services between joining points and main holiday departure points. Unless you have requested specific seats, we reserve the right to alter a seating plan to allow for members of the same party to be seated together on the coach. A premium may be payable for certain coach seats.

Health and Safety on holiday

In some foreign 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 who can provide you with the leaflet "Health Advice for Travellers" published by the Department of Health. 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.

Passenger Behaviour

We want all our customers to have a happy and carefree holiday. But you must remember that you are responsible for your behaviour and the effect it may have on others. If you or any member of your party is abusive or disruptive or behaves in a way which, in our reasonable opinion, could cause damage or injury to others or affect their enjoyment of their holiday, or which could damage property, we have the right, after reasonable consideration, to terminate your contract with us. If this happens we will have no further obligations or liability to you. The coach driver/representative, ship's captain, or authorised official of other means of transport is entitled to refuse you boarding if, in their reasonable opinion, you are unacceptably under the influence of drink or drugs or you are being violent 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 "Scale of Cancellation Charges". 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.

No smoking, pets and other matters

We operate a strict no smoking policy on all our coaches. We make frequent comfort stops. In addition, for the comfort and enjoyment of other passengers, you may not: a) Bring a pet, livestock or any other animal (except registered assistance dogs by arrangement on UK tours only), b) Play a radio, cassette or CD player on the coach, c) bring alcohol onto the coach for the purpose of consumption on it. We would also ask you to consider other passengers and restrict the use of mobile phones on the coach to an absolute minimum. N.B; You are responsible for ensuring that you are at the correct pick up point, on time, throughout the holiday.

Pick up point, itineraries, travel documents and passport

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.

If you are a British citizen travelling outside the United Kingdom you must have a full UK passport valid for a minimum of three months after your scheduled date of return. Non-UK citizens must seek passport and visa advice from the consulates of the countries they 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.

We will send you final holiday details and luggage labels on full payment of your holiday. Certain travel documents may have to be retained by us and 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.

Buzzlines Travel Ltd reserve the right to modify itineraries to conform to requests from the competent authorities in the United Kingdom and 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. Minor changes to the brochure itinerary and the final itinerary will not entitle you to compensation. Unless otherwise stated on the relevant brochure page, excursions do not include guided tours or admission charges to places of interest. Optional excursions may be booked and paid for in resort but these will not form part of the package booked with us. In addition to this, on some of our coach holidays, you will be offered a selection of optional excursions which can be bought through your driver. You are under no obligation to take these optional excursions, but we accept responsibility for them if you do. Customers choosing not to take an optional excursion will normally have time at leisure either in resort or at the starting point of the optional excursion. Optional excursions may not operate when demand is insufficient. Refunds will not be given once payment has been made to the driver.

Every effort is made in the planning to ensure that dates are correct for carnivals, displays, events etc. On rare occasions these could be altered or cancelled due to reasons beyond our control.

What happens if I am delayed?

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 and meals.

Do I need to take out travel insurance?

We strongly advise all our customers to take out travel insurance to cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. You do not need to take out our travel insurance but you should have insurance, which is at least as good as or better than the insurance we offer. 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, which we may incur on your behalf, which would otherwise have been met by insurers.

What assistance will you give me if things go wrong when it is not your fault?

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements or an excursion arranged through us in the UK, we shall, at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you and other members of your party to £5000 per party.

Special needs

Unfortunately, many hotels overseas do not provide adequate facilities for guests with mobility problems or who suffer from other disabilities. 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 we are unable to accept wheelchairs which are more than 20 Kg in weight. This means we cannot carry battery powered wheelchairs or scooters that need to be taken apart for storage. We **MUST** be advised at the time of booking that a folding wheelchair is being taken on the trip, as we have also to consider the luggage capacity of the coach. Our drivers and Escorts will be happy to provide general assistance to passengers but will not be expected to:-

- Provide assistance that extends to the bodily lifting and carrying of any customers on and off the coach.
- Undertake any action that may put their health, safety, welfare or the legal requirements for a break in duty at risk.
- Act as carers for customers at departure, during the journey or on arrival at destination

But 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. We are keen to plan arrangements for your holiday so that special needs and requests can be accommodated as far as possible. If you will need assistance or special facilities in the hotel, or may have difficulties in taking part in excursions or boarding and travelling on the coach or other means of transport you must let us know in advance. Not all the holidays in this brochure may be suitable for you. We want you to enjoy your holiday and will try to help you select an appropriate trip. If you need advice or further information either you or your booking agent should contact us.

Special requests

If you require a special diet please tell us before booking, or as soon as you are medically advised, and send us a copy of the diet. We will notify the hotel or hotels on your holiday but please note that some hotels may not have facilities to cope with special diets and we cannot be held liable for their failure to do so unless the hotel has confirmed in writing that a special diet will be catered for. Where we think that a hotel is likely to be unable to cope with a special diet, we will tell you prior to your booking confirmation being issued so that you can exercise your right to cancel your holiday booking without charge. Any extra costs incurred must be paid to the hotel by you prior to departure from the hotel.

You should also detail any other requests, for example, low floor rooms, particular rooms or locations in writing to us or complete one of our booking forms. We will pass your request to the relevant supplier but this does not necessarily mean that your request will be fulfilled. If a request can be fulfilled you may incur an extra charge payable either to us or direct to the hotel. Please note that requests cannot be guaranteed unless we confirm on your booking confirmation that this is a guaranteed requirement.

Hotel Accommodation

We use hotels of many different sizes and styles – from four star luxury to family run, homely establishments. We take great care to ensure that your accommodation will be of an acceptable standard but please remember that extra amenities will vary according to the location, size and type of hotel.

Hotel Grading

Hotel grading and classification systems vary widely throughout the UK and Europe. They may be used as a general guide but do not provide a consistent of comparing accommodation standards from one country to another. Some very good hotels do not even have a rating. This simply means that the hotel is not a member of a particular grading body. It does not mean that the hotel is of a lower standard.

Room Type

When booking a double room you should specify whether you prefer a double bed or twin beds, otherwise we shall assume that either is acceptable. Many hotels in Europe have a majority of twin bedded rooms and double rooms cannot always be provided. Please note that in some European hotels a twin bedded room may have a single king-size base with two mattresses, each with its own bed linen.

Single Rooms

Single rooms are always in short supply so early booking is advisable. There is usually a supplementary charge (as shown in the brochure/website) but this does not imply that the room allocated will be anything other than a single room. Although some tours featured have no single supplement, spaces are limited and therefore sell quickly. However, additional single rooms may be requested but will be subject to availability and a charge made by the hotel.

Additional Facilities

Most hotel rooms have EITHER a bath OR shower plus WC. Where you specify a preference we will make every effort to accommodate your request. However, we cannot guarantee that your preference will be met (baths in particular are in short supply). Occasionally, in older hotels, a wash basin may be located in the bedroom rather than the bathroom. Please note that, in continental Europe, it is not normally the custom to have tea or coffee facilities in bedrooms.

Hotel Amenities

Please remember that 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 (particularly live entertainment) provided by hotels is frequently subject to demand and its nature and/or frequency may be varied if there is a lack of demand or insufficient numbers staying in the hotel.

Luggage

Your suitcase should weigh no more than 18 kilograms (or 39 pounds) and should be no bigger than a medium size. Should you choose to utilise one suitcase between two persons, then the maximum weight again should be no more than 18 kilograms. Health & Safety regulations may prevent suitcases weighing in excess of this from being lifted on to the coach. A small hold-all may also be taken on board the coach. Please affix a luggage label to assist us with your luggage transfers. On overnight stops, ALL luggage must be removed from the coach for security reasons. On these types of holidays, you may wish to bring a suitable overnight bag in addition to your main luggage.

We reserve the right to refuse articles of an objectionable or dangerous nature. Fragile items will only be carried if they are of reasonable size and should be securely packed. We will not be responsible for loss or damage of such items.

Lost Property

Luggage and personal belongings are carried at the owner's risk and we shall not be responsible for any property or equipment left on the coach whether the coach is unattended or the coach driver is present. Any item of lost property will be held for a period of 1 month following the date of the tour in accordance with the minimum regulation laid down by the Road Traffic Act 1960 & the Public Services Vehicles (Lost Property) Regulations 1995. There will be a minimum charge of £2.00 on collection from our offices. Postage & Packaging will be charged extra.

Personal Goods Purchased in the E.U

Passengers must only purchase goods for their personal consumption or gifts. The amount passengers can carry will be restricted in accordance with the terms set out under "Luggage" above.

Buzzlines Travel Ltd reserves the right to continue its onward journey without any passengers detained by Customs for non-compliance with the above regulations. Terms as set out under "Passenger Behaviour" will then apply.

Data Protection Act

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we, and your travel agent, 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 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. However, we will not pass information on to any person not responsible for part of your travel 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 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 Buzzlines Travel Ltd. You are entitled 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 the further information about products and services please write to the Customer Services Manager.

Travel Delays

There are occasions when our coaches are delayed due to events beyond the reasonable control of the Company including but not limited to breakdown, weather conditions, traffic congestion, ferry/tunnel or flight delays etc. We cannot accept liability for these delays, howsoever caused. The Company will operate in all weather conditions. In the event of serious weather conditions, for example heavy snowfall, no refunds can be given for cancellations. However, in these circumstances, each claim will be assessed on an individual basis.

Mechanical Failures

Whilst we go to great efforts to ensure that everything functions correctly to ensure a smooth and enjoyable holiday, there are occasions when mechanical items can fail. In the event of any such failure Buzzlines Travel Ltd will attempt to minimise any inconvenience but we cannot be financially liable should such occur.

Website Calculations

We take great care to ensure that the prices calculated on our website are correct and correspond to the prices shown in our published brochures. However, if an error occurs, we reserve the right to correct it before completing your transaction. If such an error does occur, we will not debit your card with any extra payment until we have contacted you to correct it.

Day Trips

Separate Terms & Conditions apply on our Day Trip bookings.