

TERMS & CONDITIONS

INFORMATION AND ADVICE

If you need any further information from what is contained in this brochure, please contact our office in Aldwick Road. Callers are welcome to visit the office or contact the staff by telephone. Further information can also be found on our website www.woodstravel.co.uk

EXCURSION BOOKINGS

Bookings can be made by telephone or by visiting our offices in Park Road, or by any of our appointed agents. We will hold places on your behalf for 5 days without obligation. After this time, each excursion should be paid in full to complete the booking.

CONFIRMATION OF BOOKING

Once you have paid a confirmation ticket will be issued which acts as a boarding pass on the day of the excursion. It will contain information as to your seat number(s) and pick up times.

METHOD OF PAYMENT

All normal methods of payment including cash are possible at our offices and our appointed travel agents, by post with a cheque and a self addressed stamped envelope, or by credit/debit card by telephone. Cheques should be made payable to Woods Travel Limited.

BOARDING THE COACH

You are required to be at your specified pick up point at the time stated on your confirmation of booking. It is essential that you are there on time. The coach will wait no more than 5

minutes after the appointed time of departure. If you miss the coach there can be no refunds.

NON-ARRIVAL OF COACH

If the vehicle has not arrived 10 minutes after the due time of departure you must immediately telephone our office where we will advise you of any problems we are experiencing.

CANCELLATIONS

(A) BY THE COMPANY

Should circumstances arise, for whatever reason and we are forced to cancel the excursion, all monies paid will be fully refunded by cheque for that particular excursion. We accept no liability for any subsequent consequential loss.

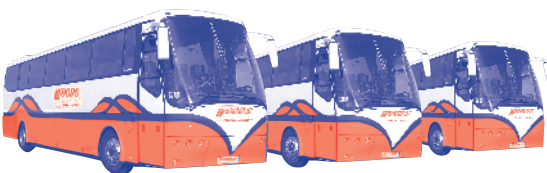
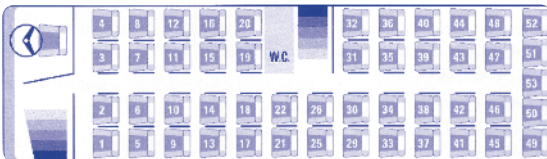
(B) BY THE PASSENGER

The tickets issued to you are non-refundable and the money is not transferable to another booking. However, should you wish to sell on or give away your excursion ticket(s) Woods office must be advised and a new ticket will be issued to the new traveller to ensure that all information is correct. There will be a £5 charge per person for this service.

ALTERATIONS

Whilst every effort will be made not to alter any part of the excursion if circumstances are such that alterations are required, we reserve the right to do so. We also reserve the right to change the style of vehicle, and or, seating plan if required.

COACH SEATING PLAN



DAY TRIP INSURANCE

Day Excursion insurance is available for those requiring it.

1 Day Europe £5.00*

1 Day UK £3.00

*Excess applies.
Terms and conditions on application.

FOR PEACE OF MIND

Woods Travel Ltd

a: Park Chambers, Park Road, Bognor Regis, Sussex, PO21 2PX
tel: 01243 868080 fax: 01243 871667

STATUS DISCLOSURE INFORMATION

The Financial Services Authority (FSA) is the independent regulator of financial services. Use this information to decide if our services are right for you.

Woods Travel Ltd is an appointed representative of ITC Compliance Limited which is authorised and regulated by the FSA (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts

Woods Travel Ltd only offer travel insurance from a limited number of insurers. A List of these insurers is available on request. No additional fees will be charged for this service.

You WILL NOT receive advice or a recommendation from us for travel insurance. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed

We always aim to provide a first class service, however if you have any cause for complaint any enquiry in the first instance should be addressed in writing to The Compliance Officer, ITC Compliance Limited, at Charnwood House, Marsh Road, Bristol, BS3 2NA. Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone 0845 080 1800. You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme. Your entitlement to compensation will depend upon the type of business and the circumstances of your claim.

Details of ITC Compliance Limited's authorisation (including their authorised number 313486) can be confirmed by contacting the FSA on 0845 606 1234 or by visiting the FSA's website <http://www.fsa.gov.uk/register>.

DEMANDS AND NEEDS STATEMENT**Travel Insurance**

This travel insurance policy will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during their trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found in the policy information/booklet.

IMPORTANT INFORMATION

Our travel insurance policies have a number of exclusions and restrictions to them. It is very important that you read and understand these and only purchase the policy if you are happy that you and every member of your party meet the eligibility criteria: Specifically our policy may NOT be applicable for you if:

- You are over the maximum specified age at the time of your trip
- You have pre-existing medical conditions

Examples of these and other conditions and restrictions and what to do if you are unsure about any aspect of an exclusion are contained within your policy booklet.

If after purchasing your policy should you find it does not meet your requirements you have 14 days from the date of issue, or prior to travel (whichever is sooner) to cancel the policy. If you do decide to cancel your money will be refunded in full, provided no claims have been made or incident likely to give rise to a claim has arisen

The policy does not cover travel to areas where the Foreign and Commonwealth Office has advised against 'all travel'. If you are not sure whether there is a travel warning for your destination, please check with the Foreign and Commonwealth Office (phone **020 7008 0232** or **0233** or visit their website at www.fco.gov.uk).

It is important that you read and understand the above information. You should have been provided with a copy of all relevant policy documentation to enable you to make an individual informed buying decision based on your own personal circumstances, travel plans and the merits of the policy. This buying decision is your own and you will not have received a personal recommendation or advice from us.

Confidentiality and Data Protection Your information will only be disclosed to third parties in the normal course of arranging and administering any insurance contract(s) and to ITC Compliance Limited for the purposes of monitoring and/or enforcing compliance with any regulatory rules/codes.