

Day Trip Bookings

You can book a Roberts Travel Group Day Trip by visiting our travel office, calling us on 01530 816425 or on our website <https://www.robertsholidays.co.uk/day-trips>. Full payment is required at the time of booking.

Booking Amendments

Unfortunately, we are unable to make any amendments to your booking once it is confirmed.

If you wish to amend your booking, you will be required to cancel the trip and rebook. We cannot make any refunds or transfers of monies for the cancelled trip.

Booking Cancellations

Your booking may be cancelled at any time provided that the cancellation is made by the lead passenger on the booking, we must receive all cancellation requests in writing, either by email or letter. All day trips are non-refundable/ non-transferable; however, we will allow you to amend the names on your booking free of charge.

NOTE: If the reason for cancellation is covered under the terms of an insurance policy, you may be able to reclaim these charges.

Cancellations & Amendments by Roberts Travel Group

The arrangements for our day trips are made many months in advance. Sometimes minor amendments (such as to departure times of pickup points) are unavoidable and we reserve the right to amend details when required. For major amendments, such as cancellation due to insufficient bookings, passengers will be offered the choice of an alternative tour if available, or a refund in full of all monies paid. When cancellations are made due to insufficient numbers, we will always give you at least 7 days' notice, if cancellations are made by venues etc we will inform you as soon as we possibly can. Either way, Roberts Travel Group shall be exempt from any further liability.

Missed departure

Your booking confirmation clearly shows the departure point and time, please check this carefully. We ask all passengers to be at their departure point at least 10 minutes before the scheduled departure time. It is your responsibility to ensure that you are at the correct departure point at the correct time, and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point. The coach driver will try to make contact with any late passengers as well as waiting a reasonable time. If you are delayed or not able to join the coach, we would greatly appreciate early notification in order to avoid unnecessary delays and inconvenience to other passengers.

Delays

All timings are approximate and will depend on traffic situations. Roberts Travel Group are not responsible for any late departures, arrivals or time missed in destination.

Trips Departing from Hugglescote

All of our day trips have the option to depart from Roberts Travel Group depot in Hugglescote where we offer free secure parking. Our travel centre will be open approximately 30 minutes before your scheduled departure time, we kindly ask that you do not arrive any earlier than this. Due to health & safety we respectfully ask that if you do arrive before this time you remain in your car as our travel centre is located in a working yard.

Show castings

We are unable to guarantee that advertised performers will appear in any show or concert, and no refund will be made unless offered by the supplier/promoter.

Christmas Markets

If you are booked onto any of our Christmas Markets trips, please note due to the time of year, the weather may affect the opening of the markets. If the much-anticipated Christmas market gets cancelled due to weather or other circumstances, the planned day trip will still go ahead as scheduled unless you are otherwise notified. The cancellation of markets could also happen after the trip has departed. Please be advised cancellations out of our control and no refunds will be given if the trip goes ahead. Note: There will usually be a variety of other festive activities, sights, and experiences at the destination you have chosen, that will ensure a wonderful day out.

Children

On all seat only day trips children are classed as under 16. For day trips that include tickets/entrances etc the child age varies and will need to be checked at time of booking.

Coach seating

You are able to choose your own seat at the time of booking. However, seat locations cannot be guaranteed because occasionally it may prove necessary to reallocate seating due to circumstances beyond our control. This includes moving single passengers to seats next to another passenger to enable us to fill all seats on the coach.

Passengers with disabilities

Should you or a member of your party have any medical condition or disability that may affect the day trip or theatre booking, please advise us prior to confirming the booking so that we can advise as to the suitability of the trip. If a passenger requires assistance, then they must travel with an able-bodied carer or friend. We will always try our best to drop off/pick up passengers as close as possible to the venue or in a central location, however this is not always possible when arriving in a large vehicle and at times some walking will be required.

If you have a complaint

If you have a complaint during your day out with Roberts Travel Group, please discuss with the venue or your driver who will do their best to help you there and then. If the matter is not able to be resolved on the day we must be notified in writing within 14 days. Address for communications Roberts Travel Group, The Limes, Midland Road, Hugglescote, Leicestershire, LE67 2FX.

Food and Drink Onboard

Whilst we understand that a lot of our customers like to take snacks and a pack up on coaches which is fine, we would like to point out that the consumption of any HOT food is strictly prohibited on our coaches. This is for the comfort of your fellow passengers.

Passenger Behaviour

We want all our customers to have a happy and carefree holiday. You are responsible for your behaviours and hygiene and the effect it may have on others. If you or any other member of your party is abusive, disruptive or behaved in a way that could cause damage or injury to others or affect their enjoyment of their trip, or which could damage property, we have the right to terminate your contract with us and we will have no further liability or obligation to you. The coach driver/representative, ship's captain, or authorised official is entitled to refuse you boarding if in their reasonable opinion you are unacceptable 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. If on your return journey, we have the right to terminate the contract with you. We also request that mobile telephones are not used on the coach.