

Booking Terms and Conditions

Our Details:

York Time Travel Limited, 2 Alexandra Road, Eccleshill, Bradford, West Yorkshire, BD2 2HS.

Contact Number: 07502270325 or 01274 959982.

Email: info@yorktimetravel.co.uk

Company Number 4090802

Director Karen Walker

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Booking/Deposits

Upon booking an educational school trip with York Time Travel Limited a completed signed Booking Form, together with a **Non Refundable** initial deposit must be returned to us for confirmation of your visit.

If at any time your party number falls by 10% or more, a surcharge may be added to the price originally quoted.

Payment Stages for 1 night stay	Payment Cost
On Booking	£30.00 plus Vat
Mid Payment	£30.00 plus Vat
Final Balance plus Vat	6 weeks prior to arrival.

Payment Stages for 2 night stay or more.	Payment Cost
On Booking	£50.00 plus Vat
Mid Payment	£50.00 plus Vat
Final Balance plus Vat	6 weeks prior to arrival.

Balance

The remaining balance of your trip must be paid 6 weeks prior to your departure date.

Cancellations

You or any member of your group may cancel your arrangements at any time.

Written confirmation must be received at our office.

If your booking is cancelled please note the cancellation charges in the table below.

Cancellation of your booking may incur additional costs.

Period Before Departure	Cancellation Charge
84 -58 days	50% of total cost
57 - Departure	100% of total cost

The table above becomes effective from the date written cancellations are received at York Time Travel Limited.

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

Complaints/Problems

If you have a complaint or problem during your visit, please inform the relevant person, staff or supplier of the service in question without undue delay, (e.g. Hotelier/ Coach Driver / Curatorial Staff) who will endeavour to rectify it .

If your problem cannot be resolved locally you must inform York Time Travel Limited immediately. If you fail to follow the requirement to report your complaint whilst on your trip we will not be held responsible. We will have been deprived of the opportunity to investigate and rectify the problem.

INSURANCE

Insurance is not provided by York Time Travel Limited. It is your responsibility to ensure that you have adequate insurance cover to protect you and your group against the need to cancel your trip and /or to provide assistance if a member of your group is injured or becomes ill. Make sure the insurance you have purchased is adequate for the group's needs.

Note: - York Time Travel Limited does not accept the responsibility for loss or damage to any property / possessions /money, or be held responsible for illness / accident or death at any time during your visit.

The responsibility/safety for all group members lies with the group leaders at all times.

Data Protection

York Time Travel Limited is committed to protecting your safety and privacy. We will collect some personal data from you to manage your booking, communicate with you and fulfil our administrative purposes and to comply with our legal obligations.

Due to GDPR regulations we only collect the personal data we require however we do have to share your data with third parties such as Hoteliers; Venues, Coach Providers, and other tour arrangements. We collect, process, store and share this personal data safely and securely and only store your personal data for as long as necessary.

Additional Needs Medical Issues and Disabilities

At York Time Travel we are continually working to enable all guests enjoy the many benefits of our school trips.

If any participant of your group has individual SEN requirements, disability or medical needs then you must inform York Time Travel of the full details prior to booking, we will be happy to discuss your requirements to help meet your needs.

You should be aware that although most hotels and other services in your itinerary cater for wheelchair users there may still be steps, stairs and uneven surfaces to contend with.

Full details of all persons in your party with any medical or disability needs must be placed in writing to York Time Travel Limited.

Please Note —Single rooms for adults may be requested at your accommodation (supplement required) but cannot be guaranteed. Usually it is based on 2 adults sharing a room.

York Time Travel – Commitment to you.

York Time Travel Limited will arrange all schedules and services on your itinerary whilst in York.

Hotels and Venues have insurance, and in most cases, will provide risk assessments, but do suggest that group leaders visit before hand and make their own risk assessment when possible.

All assistance in providing risk assessments will be given by York Time Travel Limited.

If the school have any documents requiring information/ confirmation/ signatures in regard to hotels, venues etc, could you please present this at the time of booking.

If booking on a full board basis all meals provided are: - Breakfast, Packed Lunch (Where necessary) and evening meal.

Admission fees for all venues, services, guided tours, entertainment etc. stated on your itinerary are included.

Being at the correct place at the correct time as shown on your itinerary is the group leader's responsibility.

If failure to do so incurs an extra expense it will be passed on to your group.

All services used by York Time Travel Limited are professional, experienced establishments well used to dealing with school groups of all ages.

All staff members that work with your group are fully CRB checked.

Your safety, peace of mind and enjoyment is of a premium to them and also to us.

We hope you enjoy your visit to York