

PHIL HAINES

COACHES

2022 COACH HOLIDAYS & DAY EXCURSIONS



Telephone: **01205 722 359**

Website: www.philhainescoaches.co.uk

Email: enquiries@philhainescoaches.co.uk



Welcome... ...to Phil Haines Coaches!

Welcome to our long awaited **2022 Day Excursion and Holiday Brochure**. We must take this opportunity to thank you all for your support and being so patient with us over the last couple of years. We are hopeful that our tour programme will fill you with as much excitement as we are feeling, the thought of returning to normality and getting back on the road frequently is a moment that we have been waiting for, for a very long time.



This year's tour programme may have a steady start, but it becomes jammed packed with excitement as the year goes on. Any new additions to our tour programme will be added to our **Facebook** page and website throughout the year, please be sure to keep an eye on them to keep updated.

We continue to be grateful to the support we receive from our passengers, as a small family run business ensuring that we provide the best service possible at the most reasonable price is key. We take pride in offering that personal touch from the outset. Our knowledgeable and experienced team are on hand to ensure that your adventurous travels with us are carefree, enjoyable, relaxing and memorable as possible.

Thank you for choosing **Phil Haines Coaches**, please take your time to peruse the brochure and when you are ready, we will be here waiting to help you begin your next adventure!

How it all works!



Browse our brochure and decide what you would like to book



Decide which local pick-up point best suits you



Call our friendly booking team on 01205 722359



You will receive your booking confirmation and travel details.
Holidays:
final itinerary, luggage labels and pick up times
will be issued two weeks prior to departure.



Be ready at your local joining point or at home for your door-to-door service to collect you.

Vouchers

Make someone's day! An ideal gift for any occasion. Our vouchers are redeemable as part or full payment against, holidays, short breaks and day excursions.



Our Company ...and other services

We offer private hire to suit any occasion, please bear us in mind when considering your transportation needs, we have a range of different sized vehicles which all come with the benefit of our friendly experienced drivers.

Introducing... Phil Haines Coaches Lunch

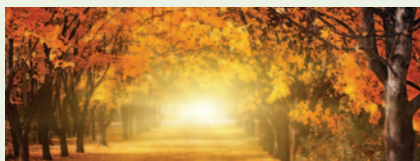
Join us as we visit a mystery destination, enjoy a fabulous two course meal. You will be joined by Gemma for the day, to share your experiences and make some fabulous memories! You do not need to be a member to come along and join us, we are simply a group of like-minded people, who love a day out, like good food, enjoy a giggle and maybe like a cheeky game of bingo!



Spring Lunch
Thursday 24th March 2022



Summer Lunch
Thursday 23rd June 2022



Autumn Lunch
Thursday 29th September 2022



Christmas Lunch
Thursday 15th December 2022

LUNCH CLUB CREW!

Join the Lunch Club Crew and earn your stamps!

4 stamps = £10 Voucher

Lunch Club Crew cards will be presented on each outing, they should be stamped by a member of staff. Your reward will be given on your fourth journey.

Door to Door Service

We are proud to offer a door-to-door service on any holidays of three nights or more. We believe that your holidays should be hassle free from the moment you pick up the phone to book! On your departure day, await the sound of your doorbell as your door-to-door service arrives. Be greeted by one of our drivers, or a member of a local reputable taxi firm as they take you on to meet the coach and set you on your way. Check the map on the back page to see all free locations. If your area is not listed, don't worry, give us a call and we will advise you of your closest joining point or arrange a private taxi for a small supplement.

Phil Haines Coaches Tea Party

We are pleased to announce that our tea party will be going ahead on Sunday 13th March 2022, please join us at Kirton Town Hall between 2pm and 4pm. We are excited to celebrate the launch of our 2022 brochure with you, the tea party is an opportunity to meet the team, meet with friends and enjoy some tea and cake. Our bookings team will be available on the day to make reservations for the upcoming year. We will also be holding our super raffle supporting a local charity.



Financial Security

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore, you will benefit from all rights applying to packages; Phil Haines Coaches will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Phil Haines Coaches have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that they become insolvent. Phil Haines Coaches are members of the Bonded Coach Holiday Group, overseen by The Association of Bonded Travel Organisers Trust Limited. This is a government approved consumer protection scheme. This ensures that in relation to the coach package holidays described in this brochure (or website) that a Bond, which may be called upon in the unlikely event of the members Insolvency, protects the clients' monies. Clients are recommended to inspect the current membership certificate at our registered office or alternatively go to www.bch-uk.org or telephone 0207 7065 5316 to confirm current membership.

Your attention is also drawn to the Bonded Coach Holiday Group Trading Charter that will apply to these coach package holidays.

Details of the Package Travel and Linked Travel Arrangements Regulations 2018 can be found at The Package Travel and Linked Travel Arrangements Regulations 2018 (legislation.gov.uk)



Monday 28th March 2022

5 days **£259** per person

PRICE INCLUDES

- ✓ Free door to door pick up service
- ✓ 4 nights, dinner, bed and breakfast
- ✓ Porterage
- ✓ Evening Entertainment
- ✓ Whitby and Robin Hood's Bay
- ✓ York

ACCOMMODATION

The Delmont Hotel, Scarborough

Located in the North Bay, offering stunning views the family run hotel offers a friendly service and welcoming atmosphere. Rooms all have en-suite facilities, complementary tea and coffee tray and flat screen television. The hotel has a full entertainment programme each evening. There are a number of steps to the front door of the hotel.

The hotel has a lift.

Spring in Scarborough

YOUR ITINERARY

Monday Your holiday begins the moment your door bell rings! Our free door to door pick up service will take you to meet the coach before you head off on your way. A stop at Brigg Garden Centre provides you with an opportunity to stretch your legs and grab a bite to eat before completing the final part of the journey. Arriving at The Delmont mid-afternoon, you will have time to unpack and settle in before your evening meal.

Tuesday After breakfast we set off for the famous coastal town of Whitby. The chance today to explore the historical seaside town, visit the blue flag beaches and if you chose, to sample the renowned fish and chips! Mid-afternoon we board the coach and travel to the breath-taking Robin Hood's Bay.

Wednesday Today's travels take us to York, a stunning Cathedral City with so much to offer. Within the ancient walls a day of leisure allows opportunities to visit the wide range of independent shops, vibrant

eateries or visit the stunning Minster and National Railway Museum.

Thursday The day is yours, enjoy a leisurely breakfast before setting off to explore the beautiful Scarborough, walk along the sandy beaches, visit the shops or the local market.

Friday This morning we must bid farewell to our hosts. After breakfast we begin the return journey to our local area, stopping at the market town of Beverley with the chance of making one last memory before returning home.





Kent, Canterbury and Coastal Beauty

YOUR ITINERARY

Tuesday A warm welcome from your friendly drivers as they greet you to welcome you on board your free door to door pick up service. A quick transfer to the central joining point and you will be on the main coach and ready to head off on your adventure. After departing Boston, we head south and make a stop at Saffron Walden, providing the opportunity to hit the shops, stretch your legs or visit some of their fine eateries. Departing early afternoon, you finish your journey into Kent and arrive at your hotel with time to settle in before the evening meal.

Wednesday Today is immersed in history, a visit to the fascinating Chatham Dockyard. Once one of Britain's most important centres of warship building and repairs the dockyard is steeped in history. During the afternoon you have the opportunity to enjoy a Call the Midwife official location tour, Chatham Dockyard has been the backdrop for many iconic scenes in the BBC hit show.

Thursday A day at leisure in Canterbury, where the magnificent cathedral dominates a maze of interesting streets and alleyways. Spend the day exploring this beautiful, historic city, making the most of the cobbled streets which hold an abundance of restaurants and tearooms.

Friday After breakfast this morning you head off on a beautiful coastal tour, initially travelling to Whitstable for free time before visiting a selection of traditional British seaside resorts.

Saturday This morning we must begin our journey home, as we travel north, we make a stop at The Cotton Orchard Garden Centre, providing you with free time to explore and get some food if required. Mid Afternoon, we complete our journey back to Boston where local taxi's will be waiting for you for to conclude your homebound travels.

Tuesday 12th April 2022

5 days **£329** per person

£72 Single supplement

PRICE INCLUDES

- ✓ Free door to door pick up service
- ✓ 4 nights, dinner, bed and breakfast
- ✓ Porterage
- ✓ Chatham Dockyard – entry ticket
- ✓ Chatham Dockyard Call the Midwife official location tour
- ✓ Canterbury
- ✓ Coastal Tour

ACCOMMODATION

The Holiday Inn Ashford North

A central county-based hotel, providing the perfect base for your travels to Kent. Rooms all have en-suites, tea and coffee making facilities, television, iron and ironing boards. **The hotel has a lift.**



© The Historic Dockyard



© VisitEngland - Bettys Tearoom

Wednesday 20th April 2022

2 days **£149** per person

£30 Single supplement

PRICE INCLUDES

- ✓ 1 night, bed and breakfast
- ✓ Porterage
- ✓ Evening meal on The Graceful Swan
- ✓ Harrogate
- ✓ Skipton

ACCOMMODATION

The Rendezvous Hotel, Skipton

Situated on the stunning Leeds Liverpool canal, this hotel has a lot to offer. The family run hotel provides a warm welcome, rooms all offer a comfortable space to relax and unwind after your day exploring. Designated accessible rooms are available upon request.

The hotel has a lift.

Skipton and Sail

YOUR ITINERARY

Wednesday An early departure from the local area allows you to make the most of the day. Arriving in Skipton by lunch time, you have the opportunity to explore this wonderful market town full of history and rich culture. This evening your meal will be served on the stunning Graceful Swan, enjoy the unique and stylish dining experience on the Leeds Liverpool Canal.

Thursday After breakfast we bid farewell and travel to the north Yorkshire spa town of Harrogate, indulge in the architecture and wonder of this fabulous town and maybe visit one of their many tea rooms. Mid-afternoon you depart and return to Boston.





© English Heritage

Friday 27th May 2022
5 days **£389** per person

PRICE INCLUDES

- ✓ Free door to door pick up service
- ✓ 4 nights, dinner, bed and breakfast
- ✓ Porterage
- ✓ Isle of Wight Steam Railway
- ✓ Osborne House

ACCOMMODATION

The Trouville Hotel, Sandown

Magnificently situated opposite the golden beach and overlooking the bay, with the pier and shops close by, this hotel is in a prime location for your four-night break. All en suite bedrooms have a telephone, tv, and tea and coffee making facilities. There are some steps throughout the hotel, ramp access has been provided wherever possible.

This hotel has a lift.

Isle of Wight

YOUR ITINERARY

Friday We travel south this morning, heading to the coast for our ferry crossing to the Isle of Wight. Your driver will make suitable stops during the journey before you cross the Solent and transported to a different world. You arrive at your hotel with time to settle in and relax before your evening meal.

Saturday A day at leisure in the beautiful Sandown, sheltered by its beautiful bay, with long stretches and golden sandy beaches. Spend the day relaxing and taking in the amazing scenery in your own time, with the sandy beaches, traditional promenade and pier you will have plenty to occupy your time.

Sunday This morning we visit the quintessential village of Godshill, thought by many to be the prettiest on the island, with its charming thatched cottages and medieval churches and tea rooms. Early afternoon we travel to Havenstreet Station for a nostalgic ride on the Isle of Wight Steam Railway.

Monday A regal day to conclude our visit, today we travel to Osborne House, the Royal retreat of Queen Victoria. Osborne House gives you a unique glimpse into the cherished home and private lives of Queen Victoria, Prince Albert and their nine children. Strolling through the garden terraces provides stunning views across the Solent.

Tuesday We depart the island this morning with our ferry crossing, we make suitable stops en route during our return to Boston where your door-to-door service will be waiting to complete your journey home.





Monday 27th June 2022

5 days **£369** per person

£75 Single supplement

Shropshire and Herefordshire Charm

YOUR ITINERARY

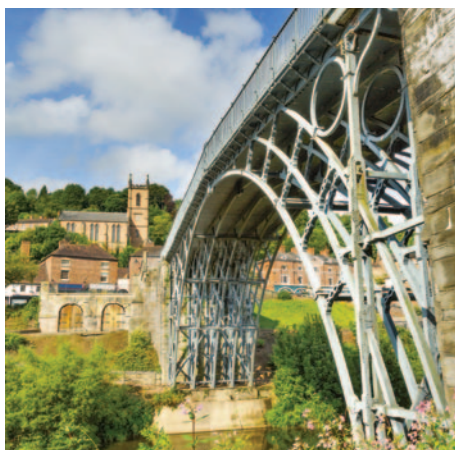
Monday Following your home pick up we make our way to Trentham Estate Village and Gardens. Early afternoon we continue our journey to Stourport Manor Hotel, where we arrive with time to settle in before our evening meal.

Tuesday Today we enjoy a tour of the Cotswolds, known for its rolling meadows, meandering river valleys, pretty woodland, gentle hillsides and of course the limestone villages. During your day you make stops in Bourton-on-Water, Stow-on-the-Wold and Moreton-in-the-Marsh.

Wednesday We travel through the Shropshire countryside this morning, taking the stunning scenery as you make your way to Ludlow. Known as one of the finest historic towns in England, Ludlow stands proudly with lots to offer, centrepiece to the town being the medieval Ludlow Castle. This afternoon we board the Severn Valley Railway and enjoy scenery from Kidderminster to Bridgenorth.

Thursday This morning we travel via the Ironbridge Gorge, making a short stop for some picture opportunities. We continue our journey to Shrewsbury where you enjoy free time before board the 'Sabrina' for a 45-minute cruise on the River Severn.

Friday We travel to Stratford-Upon-Avon and enjoy time at leisure to explore this wonderful town. Departing mid-afternoon to complete our journey home where you will be met by your door-to-door service.



PRICE INCLUDES

- ✓ Free door to door pick up service
- ✓ 4 nights, dinner, bed and breakfast
- ✓ Porterage
- ✓ Ironbridge Gorge
- ✓ Ludlow
- ✓ Severn Valley Railway
- ✓ Shrewsbury
- ✓ Shrewsbury River Cruise

ACCOMMODATION

Best Western Stourport Manor, Stourport on Severn

Stourport Manor is a country house set within 23 acres of grounds near Kidderminster. All bedrooms are en suite with tv and tea making facilities, hairdryer and WIFI. There is a health and leisure club with indoor swimming pool, hot tub and gym.

This hotel does not have a lift.





Sunday 17th July 2022

2 days **£109** per person

£22 Single supplement

PRICE INCLUDES

- ✓ 1 night, dinner, bed and breakfast
- ✓ Porterage
- ✓ York
- ✓ Harrogate

ACCOMMODATION

The Queens Hotel, York

A warm welcome awaits you at The Queen's Hotel, which is situated on the banks of the River Ouse, in the heart of the city. All rooms have en suites, hairdryers and welcome refreshment trays.

The hotel has a lift.

York Sunday Saver

YOUR ITINERARY

Sunday Joining the coach from one of our convenient local joining points, we make our way to The Queens Hotel York for our over night stay. Enjoy a day at leisure in the Medieval City of York. With our hotel based right in the centre of this wonderful city and your evening meal included your day will be full of awe and wonder.

Monday Departing our hotel late morning, we head to the spa town of Harrogate. Explore the town at your leisure, absorbing the stunning architecture and natural beauty along with the famous tea rooms. We depart late afternoon, returning to Lincolnshire and your chosen joining point.





© SnapHappyUK - Pixabay

Summer Fun in Blackpool

YOUR ITINERARY

Monday Greeted by your door-to-door service, your holiday begins with a smile. Once on board the main coach we depart the local area and travel to Blackpool making suitable stops en route. Arriving mid afternoon with time for you to settle into your rooms before your evening meal.

Tuesday A day at leisure to enjoy and explore the wonderful sights of Blackpool.

Wednesday Today we enjoy a visit to Southport, an attractive, classic English seaside town. The beautiful historic pier, lovely sandy beaches and range of eateries boasting the use of local produce.

Thursday This morning we travel to the award-winning Barton Grange Garden Centre, before travelling to Riley Green. Here we board our vessel to travel along Leeds Liverpool Canal watching the world go by as you indulge in a delicious afternoon tea!

Friday A morning excursion today, you board the coach and travel to Fleetwood, the Victorian seaside town with a stunning promenade, beautiful marina and a famous market!

Saturday We visit the seaside town, offering you the chance to enjoy many pleasures of the seaside, Morecombe has something to offer everyone! Strolls along the promenade, ice cream and quaint boutiques a day at the seaside is calling.

Sunday Being the largest seaside resort on the north west coast of England, Blackpool has so much to offer. A day for you to continue your explorations at your leisure.

Monday Today we must return home, after bidding farewell to our hosts we begin our journey, stopping at Junction 32 en route back to Boston. We arrive back in Boston around tea time to meet your door-to-door service for your journey home.

Monday 8th August 2022

8 days **£389** per person

£25 Single supplement

PRICE INCLUDES

- ✓ Free door to door pick up service
- ✓ 7 nights, dinner, bed and breakfast
- ✓ Portage
- ✓ Evening Entertainment
- ✓ Southport
- ✓ Leeds Liverpool Canal Cruise with Afternoon Tea
- ✓ Fleetwood Market
- ✓ Seaside Towns

ACCOMMODATION

The Adelaide House Hotel

A firm favourite of ours, one that we return to every year! Boasting a prime location by Winter Gardens and within the town centre you have the perfect base for your break. All rooms boasting en suite facilities, also equipped with tv, hairdryer and tea and coffee making facilities.

The hotel does have a lift.



© www.canaltrips.co.uk



Friday 16th September 2022

4 days **£289** per person

£?? Single supplement

PRICE INCLUDES

- ✓ Free door to door pick up service
- ✓ 3 nights, dinner, bed and breakfast
- ✓ Porterage
- ✓ Llandudno
- ✓ Conwy
- ✓ Llanberis Lake Railway

ACCOMMODATION

The Four Oaks Hotel, Llandudno

Situated in the heart of Llandudno on its panoramic promenade. Offering a warm welcome to all guests, all rooms have en suite facilities and are equipped with tea and coffee making facilities, hairdryers and a tv.

The hotel has a lift.

Lovely Llandudno

YOUR ITINERARY

Friday We travel via Trentham Estate Gardens and Shopping Village, before continuing our journey to Llandudno for your three-night break at The Four Oaks Hotel.

Saturday Enjoy a day at leisure in Llandudno, one of the biggest seaside resorts in Wales has so much to offer, sandy beaches, quiet bays, traditional promenades and stunning pier along with the fantastic Great Orme tramway and cable cars.

Sunday Today we enjoy a scenic tour, including free time in the bustling mountain village of Betws-y-Coed, nestled in the heart of the Conwy valley. The opportunity to picture Conwy castle, and then travel through the Snowdonia National Park before boarding the Llanberis Lake Railway.

Monday We depart after breakfast and spend a few hours in Chester, one of Europe's top heritage cities before continuing our journey back home to Lincolnshire. We aim to return home late afternoon, where you will be met by your local taxis to complete the door-to-door service.



© Flickr_Ed Webster



Sunday 2nd October 2022

2 days **£109** per person

£34.50 Single supplement

PRICE INCLUDES

- ✓ 1 night, bed and breakfast
- ✓ Porterage

ACCOMMODATION

The Pullman Liverpool

Situated on Kings Dock, Liverpool's world-famous waterfront and just a short walk from the vibrant Albert Dock, this four star hotel is in a fantastic location. All rooms have an en suite, complementary tea and coffee making facilities and a flat screen television. Accessible rooms are available on request, please mention when booking.

This hotel has a lift.

Liverpool Overnight

YOUR ITINERARY

Sunday With an early departure from the local area, we aim to make the most of your time away. Making suitable stops en route we hope to arrive in Liverpool around lunch time for you to enjoy an afternoon and evening at leisure.

Monday Today you are able to continue your Liverpoolian adventure. With a magnitude of sights to see, museums to explore and shops to visit there is plenty for all! The coach will depart mid-afternoon, arriving back in the local area during the evening.



Courtesy The Beatles Story, Liverpool





Sunday 9th October 2022

4 days **£319** per person

£90 Single supplement

PRICE INCLUDES

- ✓ Free door to door pick up service
- ✓ 3 nights, dinner, bed and breakfast
- ✓ Porterage
- ✓ Durham
- ✓ Beamish Open Air Museum

ACCOMMODATION

Best Western, The Derwent Manor
Set in 20 acres of Northumberland countryside, overlooking the Derwent Valley. This country house hotel has stunning rooms, a fabulous restaurant and beautiful grounds.

The hotel has a lift.

Delightful Durham

YOUR ITINERARY

Sunday Following your door-to-door service we depart the local area and make our way north to The Derwent Manor Hotel. Making suitable stops en route we aim to arrive mid-afternoon, allowing you time to settle in before your evening meal.

Monday Enjoy a day at leisure in the captivating city of Durham, with winding cobbled streets and a prominent peninsula crowned with the dramatic Durham Cathedral and Castle.

Tuesday We depart our hotel and travel to The Beamish Open Air Museum. A fascinating place full of history, telling the tale of the North East England during the 1820s, 1900s and 1940s.

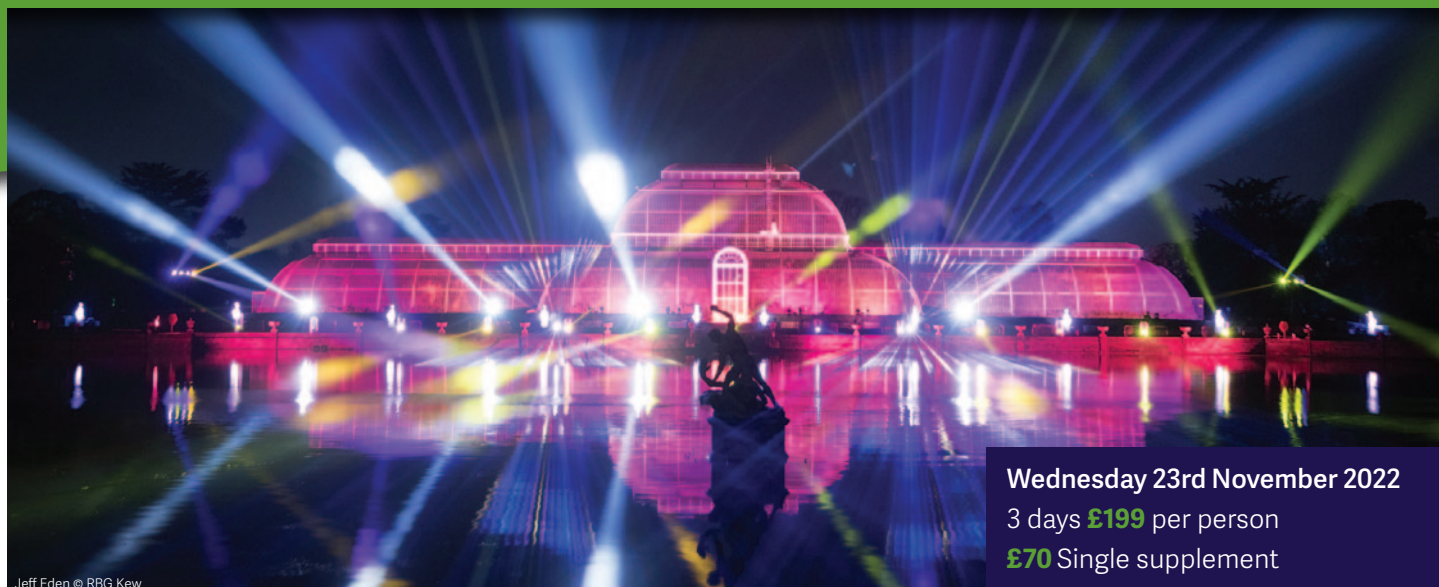
Wednesday Departing after breakfast to commence our return journey back to Lincolnshire, stopping at the cathedral city of Ripon en route for something to eat and a quick look around the market should you wish! Late afternoon we arrive back in Boston to awaiting taxis ready to complete your door-to-door service.



© Beamish Museum



© Flickr - Stacey MacNaught



Jeff Eden © RBG Kew

Wednesday 23rd November 2022

3 days **£199** per person

£70 Single supplement

PRICE INCLUDES

- ✓ 2 nights, dinner, bed and breakfast
- ✓ Porterage
- ✓ KEW Gardens Illuminations
- ✓ London
- ✓ Bath

ACCOMMODATION

The Copthorne, Slough and Windsor

A contemporary hotel near the medieval Windsor Castle, the Copthorne Hotel Slough-Windsor is the perfect base for your London get away! With a large selection of spacious comfortable rooms, the four-star hotel leaves you wanting more. With city views, tea and coffee making facilities and Hypnos beds your stay will leave you rejuvenated. **This hotel has a lift. Accessible rooms are available, please advise of requirements upon booking.**

London and Christmas at KEW

YOUR ITINERARY

Wednesday An early start today as we travel south to begin our three-day getaway. Arriving at our hotel, The Copthorne early afternoon you enjoy a cooked meal before time to refresh and depart for London. Entry into KEW gardens late afternoon allows you time to appreciate the amazing light show.

Thursday After a steady start to the day, we head into our capital city for a day at leisure, shop till you drop, see the sights, visit Winter Wonderland, the opportunities are endless.

Friday This morning we must bid farewell to our hotel, travelling to Bath, we enjoy time exploring their Christmas Market before heading back to Lincolnshire, arriving home early evening.



© Visit Bath



© Flickr - Michael Broad



Monday 28th November 2022

5 days **£319** per person

£10 Single supplement

PRICE INCLUDES

- ✓ Free door to door pick up service
- ✓ 4 nights, dinner, bed and breakfast
- ✓ Porterage
- ✓ Skipton River Cruise
- ✓ Skipton
- ✓ Southport

ACCOMMODATION

The Adelaide House Hotel, Blackpool

A firm favourite of ours, one that we return to every year! Boasting a prime location by Winter Gardens and within the town centre you have the perfect base for your break. All rooms boasting en suite facilities, also equipped with tv, hairdryer and tea and coffee making facilities.

The hotel does have a lift.

Blackpool Festive Break

YOUR ITINERARY

Monday Following your home taxi collection, we make our way to The Adelaide House Hotel for your four night stay.

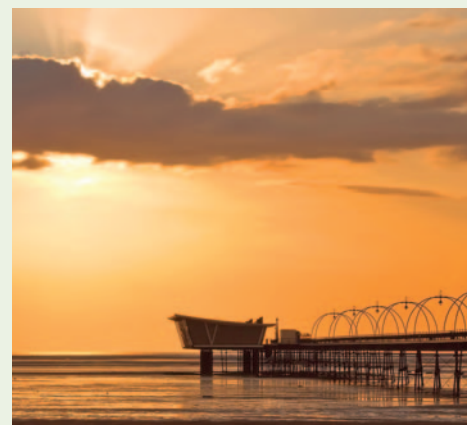
Tuesday At leisure in Blackpool, discover the many attractions of one of the largest and most popular resorts in England.

Wednesday This morning we travel to Skipton and enjoy some free time before boarding our vessel, as you travel along the Leeds Liverpool

Canal enjoy a festive Afternoon Tea and watch the world go by.

Thursday We travel to Southport, an attractive, classic English seaside town. The beautiful historic pier, lovely sandy beaches and range of eateries boasting the use of local produce.

Friday We depart for the journey back to Lincolnshire, pausing at Junction 32 along the way. Upon arrival our door to door service home will be waiting your return.



DAY EXCURSIONS



Strictly Come Dancing Live Tour

Thursday 10th February 2022

£68.50
per person

Join us at the Nottingham Motorpoint Arena for all the sparkle as we enjoy the matinee performance.



Snowdrops at Easton Walled Gardens

Friday 18th February 2022

£22
per person

Enjoy the morning visiting Boundary Mill and Downtown, followed by an afternoon visit to Easton Walled Gardens. Beginning at the gatehouse walk through the woodland and see the banks of snowdrops, the magical sight of snowdrops provides the earliest sign of spring and with it the promise of better things to come.



Phil Haines Coaches Spring Lunch!

Thursday 24th March 2022
Includes 2 course meal

£30
per person

Join us as we enjoy a scenic drive, a wonderful two course meal and fabulous company! This excursion will be accompanied by Gemma, after your meal enjoy a game of bingo! Please advise of any dietary requirements upon booking.



Lovely London

Saturday 2nd April 2022

£22
per person

A day in the capital at your leisure, arriving in London for 11am and departing at 5pm.



Bury St Edmunds

Wednesday 6th April 2022

£15
per person

Visit the jewel in Suffolk's crown, Bury St Edmunds offers amazing restaurants, fabulous shopping and stunning parks. Admire the medieval streets and enjoy the stunning architecture of St Edmundsbury Cathedral, steep in history Bury St Edmunds has something to offer for all.



Melton Mowbray Market

Tuesday 12th April 2022

£12
per person

A small market town boasting a culinary heritage that only a few can match. We visit on market day, see the hustle and bustle of this market town, home of the tradition pork pie!



Spring in the Wolds

Wednesday 20th April 2022

£12.50
per person

Visiting the stunning town of Louth on market day adds to the community feel as you explore this close town, still honouring its historical roots, with a medieval street plan that encompasses the small independent shops, boutiques and cafes. Early afternoon you enjoy a scenic drive to Pennell's Garden Centre, where free time allows you to explore one of the best reviewed Garden Centres in Lincolnshire.



Cambridge Charm

Friday 6th May 2022

£15
per person

One of England's original cities, a destination full of history, culture and discovery. The compact city has wide choice of shops, a busy market square and a range of independent boutiques. It also boasts a great choice of eateries, with something for every appetite.



Scenic Peaks and Bakewell

Monday 9th May 2022

£16.50
per person

Visit the famous market town of Bakewell, enjoy the mellow stone buildings and quaint courtyards along with the bustling market and delicious puddings! Today's journey provides you with a tour of the stunning countryside that surrounds Bakewell as you enjoy a scenic drive through the Peak District.



Royal Leamington Spa

Saturday 14th May 2022

£17.50
per person

Wide boulevards, stunning architecture and award winning parks provide a sophisticated backdrop to this regency town. The town centre combines a treasure-trove shop and an impressive array of eateries, as you wander around the charming town enjoy the history and tranquillity.



Stody Lodge, Rhododendrons and Cream Tea

Wednesday 25th May 2022

£29
per person

The historic Georgian town of Holt is our first stop today, a wonderful town full of charming courtyards and quaint alleyways provides a morning of exploration. Early afternoon we make the short journey to Stody Lodge, enjoy exploring the stunning gardens at your leisure as our visit is timed to see the magnificence and prominence of the garden's beauty in spring. Our visit ends with a delightful cream tea. Please advise of any dietary requirements upon booking.



70 Glorious Years! At Brick Lane

Friday 27th May 2022

Includes Ticket and Afternoon Tea

£60
per person

Her majesty the Queen celebrates 70 years as our monarch this year. Join us as we hear the story of her glorious reign told by Brick Lane Music Hall, your matinee performance also includes a right, royal afternoon tea! Please advise of any dietary requirements upon booking.

DAY EXCURSIONS



Yorkshire Market Day

Saturday 11th June 2022

£22
per person

We start our day heading to the stunning town of Malton, you enjoy a foodie's paradise as we arrive on their monthly food market. Set in and around the Malton Rooms, the market brings together specialist food stalls, street food traders, chefs and foodies from around the country. After lunch we take a scenic drive to Thirsk, set in the gateway to the Yorkshire Dales this stunning market town is full of hustle and bustle today as it holds its weekly market.



Cotswolds Tour

Tuesday 14th June 2022

£19
per person

A tour of a very special and wonderful place, with its signature golden stone buildings and rolling hills, the stunning scenery is wonderful to explore. Your tour today allows you to view the wonders of this beautiful area from the coach, but also allows for free time in several of the stunning local towns.



Coronation Street Tour and Salford Quays

Sunday 19th June 2022
Includes Entry Price

£54.50
per person

Discover the stories behind life on the nation's favourite street! Go behind the scenes and walk on the cobbles at Coronation Street. This unique opportunity gives you access all areas to the outdoor Coronation Street set, revealing off-air secrets and fascinating facts. Prior to your visit to the street, you will have free time to visit Salford Quays and The Lowry shopping outlet.



Summer Lunch!

Thursday 23rd June 2022
Includes 2 course meal

£30
per person

A scenic ride, super company, fantastic food and a game of bingo! This time we visit a mystery seaside location and enjoy a fabulous two course meal. Accompanied by Gemma. Please advise of any dietary requirements upon booking.



Norfolk Coast & a Vintage Coach

Wednesday 6th July 2022
Includes vintage coach ride

£28
per person

Today we travel to Sheringham the small coastal town on the Norfolk Coast. Free time upon arrival allows you to explore the town and visit some of the lovely coffee shops and eateries. Early afternoon we meet a fully restored authentic vintage coach, once boarded we enjoy a coastal tour as we head to Wells-Next-The-Sea where you can stretch you legs and enjoy the views and take a stroll along the sand, before enjoying the return journey to meet the main coach in Sheringham.



Greenwich

Saturday 9th July 2022

£22
per person

Home to the Meridian Line at the Royal Observatory, Cutty Sark, National Maritime Museum and so much more, this promises to be a day full of explore awe and wonder.



Rutland Water and Gates Garden Centre

Tuesday 12th July 2022
Includes Cruise

£26
per person

Arriving at the stunning Rutland Water we board the Rutland Belle, what better way to take in this beautiful scenery than on the water! Tea and Biscuits to be served on board. After your cruise you head to one of the largest destination garden centres in the UK, with its fabulous restaurant and farm shop Gates has plenty to offer.



Beautiful Beverley

Friday 15th July 2022

£14
per person

This is one of those destinations that we keep finding ourselves returning too, boasting beauty in abundance, this stunning market town has a lot to offer to all that visit. With its awe-inspiring Minster, collection of historical buildings, cobbled streets, small town charm and a selection of upmarket shops and restaurants there is something for all!



Windsor Castle

Monday 18th July 2022
Includes Entry Ticket

£48
per person

The oldest and largest occupied castle in the world. Founded by William the Conqueror, today the Queen spends most of her private weekends at the castle. Take time to visit and view the Platinum Jubilee Exhibition, The Queen's Coronation. The exhibition will commemorate Her Majesty's Coronation at Westminster Abbey on 2nd June 1953.



Windsor

Monday 18th July 2022

£22
per person

A royal day out! Free time to explore the wonderful, unique, historical town of Windsor.



Billy Elliot the Musical

Saturday 23rd July 2022
Includes Ticket price

£70
per person

The New UK production of this fabulous musical, the coming-of-age stage musical that is based on the 2000 film by the same name. Exclusively at The Leicester Curve theatre, this is one not to be missed. Matinee performance at 14.30.



Leicester

Saturday 23rd July 2022

£14
per person

Leicester is a unique city. It combines the finest English traditions with multicultural activities and the cosmopolitan buzz of city life. A modern city, rich in arts, culture, sports and heritage, Leicester offers something of interest for all ages. Let's explore it!

DAY EXCURSIONS



Buckingham Palace

Thursday 28th July 2022
Includes Entry

£50
per person

In celebration of The Queen's historic Platinum Jubilee in 2022, The State Rooms at Buckingham Palace will feature a display looking at The Queen's Accession to the throne in February 1952. On display will be examples from the remarkable series of portraits taken by Dorothy Wilding, that formed the basis of The Queen's image on stamps and in British embassies across the world until 1971. Also featured will be The Girls of Great Britain and Ireland Tiara, which was a wedding gift to Princess Victoria Mary of Teck, later Queen Mary, on the occasion of her marriage to the future King George V in 1893. The diamond tiara was made by E. Wolff & Co for R & S. Garrard in a scrolled and pierced foliate form. Queen Mary gave the tiara to her granddaughter, Princess Elizabeth, as a wedding present on the occasion of her marriage to Prince Philip on 20 November 1947.



London

Thursday 28th July 2022

£22
per person

Free time in our fabulous capital city!



Market Harborough

Tuesday 9th August 2022

£14
per person

A charming market town full of history, culture, delicious food, and independent retailers. Carrying on the 800-year tradition of trading in the centre of the town the indoor market still runs today!



Southend on Sea

Thursday 11th August 2022

£22
per person

Southend has something to offer all, visit Southend Pier, not only a local icon, but also the longest pleasure pier in the world! It is quite a walk at an enormous 1.33 miles long. Southend on Sea is one of England's iconic seaside resort towns, and has been welcoming holiday makers since the 18th century, join us for a fabulous day out and hopefully some summer sun!



All Aboard, the Epping Ongar Fryer!

Saturday 13th August 2022
Includes Train ride and fish and chips

£48
per person

Boarding the Ongar at North Weald, early evening, you begin your journey, hauled by steam or diesel locomotives. As you sit back and relax you will be served your fish and chip supper followed by ice cream. Fish and Chips have proved very popular on the fryer, however if you would rather sausage and chips or a vegetarian option, please let us know upon booking. Your evening journey is also accompanied with on board entertainment from the resident magician. Please advise of any dietary requirements upon booking.



A day out at Yorkshire Wildlife Park

Monday 15th August 2022
Includes Entry

Adult
£37
Child
£35

We're going to the zoo; you should come too! A fabulous day out for all ages! Enjoy 5 hours free time to explore this wonderful destination where you can see some of the world's most beautiful and at-risk species including Polar Bears, Black Rhino, Lions, Tigers and Giraffes to name but a few.



London Museum Quarter

Wednesday 17th August 2022

£22
per person

Today our London drop off is in the beautiful South Kensington, an area that is synonymous with museums. Three of the best known national museums can be found here, the Natural History Museum, The Science Museum and The Victoria and Albert Museum, known affectionately as The V&A. A day at leisure in this wonderful area with 6 hours to fill, I wonder where you will go?



National Memorial Arboretum

Friday 19th August 2022

Includes Land train and tea and biscuits

£26.50
per person

The National Memorial Arboretum is the UK's year-round centre of Remembrance; a spiritually uplifting place which honours the fallen, recognises service and sacrifice, and fosters pride in our country. It is a living and lasting memorial. Enjoy a 50-minute journey on the land train, which will provide you with lovely views across the landscape and will introduce you to some of our 300 plus memorials. Please advise of any dietary requirements upon booking.



North Yorkshire Moors Railway and Whitby

Friday 2nd September 2022

Includes Train Ticket

£38
per person

Enjoy a relaxing morning drive to Pickering where you will step back in time at the 1930's themed station before you board the steam train. With the North Yorkshire Moors Railway, you will travel to Whitby where you will have the opportunity to explore this seaside town. Steeped in history, you may choose to climb the 199 steps and visit Whitby Abbey, counting as you go or you may prefer to explore the quirky streets and hit the shops before visiting the beach.



Chatsworth Country Fair

Saturday 3rd September 2022

Includes Entry

£36.50
per person

"All the fun of the fair" The Chatsworth Country Fair is one of England's most spectacular annual outdoor events. Enjoy the day exploring the amazing show, featuring spectacular grand ring displays in the air and on land, demos from celebrity chefs plus entertainment for all the family, there's fun for all the family at the fair.



Stratford Upon Avon

Tuesday 6th September 2022

£17.50
per person

Enjoy some free time exploring this iconic town, famously known for being the birthplace for William Shakespeare. Steeped in culture and history and set in the beautiful rural Warwickshire countryside on the banks of the River Avon.



Stratford Upon Avon and Afternoon Tea Cruise

Tuesday 6th September 2022

Includes Afternoon Tea and Cruise

£37.50
per person

Visit the wonderful market town steeped in culture, history and literature for a few hours of free time, before boarding the stunning Countess of Evesham. Mid afternoon you board the vessel and begin the cruise along the River Avon, whilst taking in the wonderful sights and scenery you will be served a delicious afternoon tea, with a selection of sandwiches, fresh scones and jam along with as much tea and coffee as you like. Please advise of any dietary requirements upon booking.

DAY EXCURSIONS



St Albans

Wednesday 14th September 2022

£16.50
per person

A city full of history, culture, entertainment, food, drink and beautiful green spaces. Home to the breath-taking St Albans Cathedral, with the longest nave in England and a large selection of medieval wall paintings, the Cathedral is beautiful both inside and out. You may choose to visit the St Albans Museum and Gallery, rich in heritage and contemporary art, there is something for all to enjoy.



Harrogate Flower Show

Saturday 17th September 2022

Includes Entry

£38.50
per person

Join us as we travel north to the Harrogate Flower show at the stunning venue of Newby Hall and Gardens. Admission to the flower show will also include access to Newby Gardens, with the opportunity to see Europe's biggest herbaceous flower borders and 15 stunning garden rooms.

Leeds

Friday 23rd September 2022

£17.50
per person

Free time to explore this thriving city, you may choose to explore the Arts and Culture, enjoy stylish shopping or partake in some delicious dining. Leeds is a city that has something to offer everyone after being named one of the best cities for shopping and restaurants.

Phil Haines Coaches Autumn Lunch!

Thursday 29th September 2022

Includes 2 course meal

£30
per person

A warm welcome on board is awaiting you as you join our Autumn Lunch, today we take a scenic drive and admire the wonderful colours and tints that this season loves to share with us. We travel to our mystery destination, enjoy good food, good company and good friends. This excursion is accompanied by Gemma. Please advise of any dietary requirements upon booking.



Highgate Cemetery

Wednesday 5th October 2022

Includes Entry

£35
per person

An excursion steeped in history, visit one of England's greatest treasures. Highgate Cemetery has some of the finest funerary architecture in the country. The West Cemetery is home to the most impressive architectural features of Highgate Cemetery — the Chapel, Colonnade, Egyptian Avenue, Circle of Lebanon, Terrace Catacombs and the mausoleum of Julius Beer. The tour of the West Cemetery does include two flights of stairs.



Barnsdale Gardens and Stamford

Friday 14th October 2022

Includes Entry

£23.50
per person

A morning in the wonderful market town of Stamford, one of the finest stone towns in England. The pretty facades of the town are favourites with film and television it's no wonder that visitors come from far and wide to experience Stamford's charm, character and outstanding shopping and restaurants. Mid Afternoon we move to enjoy the beautiful tints of autumn within the stunning Barnsdale Gardens, with thirty-eight individual gardens on an eight-acre sight there is a lot to see. Free time allows you to explore this 'theme park' of gardens.

Kings Lynn

Tuesday 18th October 2022

£10
per person

It may not be far to travel, but Kings Lynn has a lot to offer. The Hanseatic town of Kings Lynn was one of England's most important ports from as early as the 12th century and this maritime past is very much evident today. Fine old merchants' houses stretch down to the river between the cobbled lanes and the elegant Custom House overlooks the harbour. Kings Lynn has the perfect mix of history and shopping, with its wonderful market.



Lincoln

Monday 24th October 2022

£10
per person

Our very own city, rich in history and culture. Today we visit for you to enjoy free time and explore the wonders that Lincoln has to offer.



London (a little later)

Wednesday 26th October 2022

£22
per person

A little later? Today we visit the Capital and enjoy our usual six hours of free time to explore however we will be arriving at 1pm.

Macclesfield Treacle Market

Sunday 30th October 2022

£18.50
per person

Something a little different for a Sunday, travel with us today and visit the unique Macclesfield Treacle Market. See the handsome cobbled streets busy with visitors as they admire the 160 stalls of unique gifts, exceptional food and drink and vintage finds.

Regent Street Motor Show

Saturday 5th November

£22
per person

Showcasing years of motoring history in the iconic street of Central London, hundreds of vehicles new and old are on display at the largest free motor show in the UK.

London

Saturday 5th November

£22
per person

A day in the capital with 6 hours at leisure to hit the shops and make a start at your Christmas shopping or see the sights!



Brigg Garden Centre

Tuesday 8th November 2022

£12
per person

Join us today as we head to the lovely Brigg Garden Centre for a few hours to browse and visit the restaurant if you wish. Early November we will start to see the wonderful Christmas displays too.

Meadowhall

Sunday 13th November 2022

£16.50
per person

Let's shop, shop, shop! Visit Yorkshire's premier shopping destination, eat, drink, shop!



Harrogate Knitting and Stitching Show

Thursday 17th November 2022
Includes Entry

£34.50
per person

The definitive event for anyone with a love of textile-based craft. The Harrogate Show is the largest textiles event in the north of England, with hundreds of workshops, demonstrations, interactive features, professionally curated galleries, as well as hundreds of our most loved exhibitors selling specialist craft supplies. Spend a day re-stocking your yarn stash, learning to knit, mastering the art of tailoring and more. There has never been a better excuse to get involved in craft!



Harrogate

Thursday 17th November 2022

£17.50
per person

Visit Harrogate the Victorian spa town in the heart of Yorkshire, surrounded by areas of natural beauty. Take your time to explore the streets, visit the stops and try out some of the amazing eateries.

DAY EXCURSIONS



Judith Mary Festive Cruise and Bakewell

Thursday 24th November 2022
Includes 2 course meal and cruise

£42
per person

Join us as we board the delightful Judith Mary for our festive cruise. Meeting the 72-foot-long canal boat at Whaley Bridge, you enjoy a two-hour cruise along the Upper Peak Forest Canal. Whilst on board you will be served, Hot Roast Turkey Sandwiches, served with Roast Potatoes, stuffing, pigs in blankets and mince pies and cream for dessert. After your cruise we enjoy a scenic drive to the market town of Bakewell. Please advise of any dietary requirements upon booking.

Norwich

Saturday 26th November 2022

£16
per person

With a back drop of medieval churches, cathedrals and a Norman castle, shopping in Norwich is a rather unique experience. High street stores, designer brands, independent shops and quirky goods are all on offer in this city which is listed as one of the top 10 places to shop in the UK. Norwich has four national department stores as well as Jarrold's their own department store, all within the city centre.



Chatsworth House at Christmas

Date to be confirmed
Includes Entry Ticket

£44
per person

Visit the stunning stately home set in the picturesque Derbyshire Dales, with entrancing scenes Christmas at Chatsworth promises to be magical.

Melton Mowbray Christmas Market

Friday 2nd December 2022

£12
per person

Visit the stunning stately home set in the picturesque Derbyshire Dales, with entrancing scenes Christmas at Chatsworth promises to be magical.



Thursford Christmas Spectacular

Wednesday 7th December 2022
Includes Deluxe Seating

£69
per person

Join us as we head into Norfolk to the well-known Thursford Spectacular! The biggest show in the UK, with the largest cast, this is entertainment at its very best! We visit the small town of Holt before heading to Thursford, allowing you the opportunity to stretch your legs and get some food before heading to the best show around!



York at Christmas

Saturday 10th December 2022

£18.50
per person

Visit the Cathedral City, enjoy the wonders of York Minster and York Castle during the magical Christmas Time. Take time to visit the wonderful St Nicholas Fair, York's very own Christmas Market.



Phil Haines Coaches Christmas Lunch!

Thursday 15th December 2022
Includes 2 course meal

£30
per person

Join us as with bucket loads of festive spirit as we head to our final mystery destination of the year! With a traditional Christmas meal, delicious pudding, good company and a cup of tea! This excursion will be accompanied by Gemma. Please advise of any dietary requirements upon booking.

Travelling with Phil Haines - FAQ's

How much is the deposit for my Holiday, Day Excursion?

To secure your seats deposits are requested on booking, the deposits are as follows:

Holidays: £50 deposit per person to be paid upon booking to secure your seat and room. Your final payment date will be 6 weeks prior to travel and noted in your booking confirmation.

Day Excursions: £10 deposit per person unless otherwise stated to secure your seat. Your final payment date will be 1 week before travel and noted in your booking confirmation.

Can I choose my seat?

Of course, we will ask your preferences upon booking. The seating plan below is that of our coaches which are used for day excursions and holidays. Please bear in mind that due to operational reasons we may need to send a coach with alternative seating. Your seat numbers will be printed on your booking confirmation.

Will you pick me up from my house?

We offer door to door service on all our holidays over 3 nights. If you live in the areas identified on the map on the back page you are eligible for our free service. If you don't live in the listed areas don't worry, please call us and we will be able to arrange a door-to-door service for you for a small supplement.

Can I bring my wheelchair, mobility scooter or walker?

Those who have difficulty with mobility are very welcome on our holidays and day excursions, however it is very important that you let us know at the time of booking if you wish to bring a wheelchair, mobility scooter or walker and of any other requirements.

Will there be a toilet on board?

The coaches we use for day excursions and holidays have a toilet on board. However, we do always ensure that we offer regular comfort breaks.

Do I need travel insurance?

We strongly recommend that you do not travel without adequate travel insurance cover for your holiday. Phil Haines Coaches Ltd require the name of your insurance provider, policy number and emergency contact numbers.

When will final payment be due?

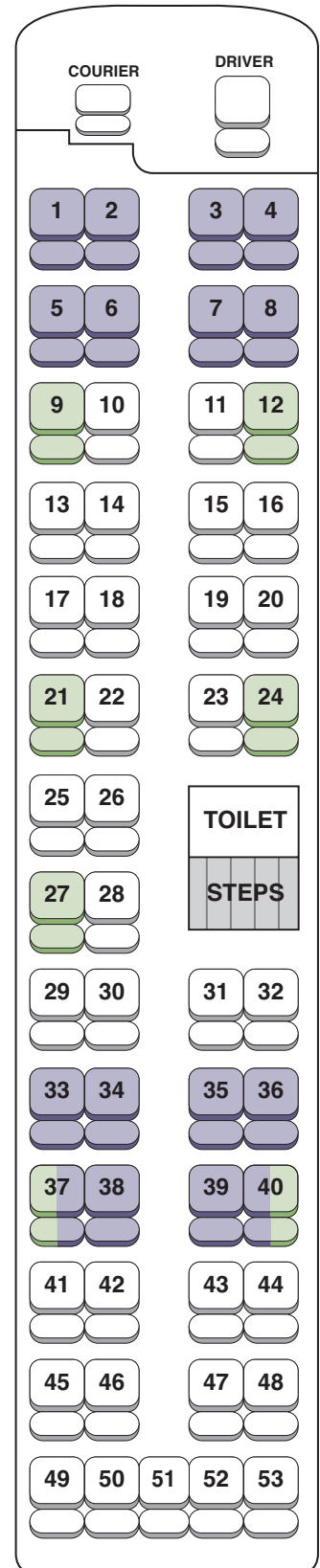
Your final payment date for holidays is six weeks before your departure date, for day excursions it is one week before travel. We will advise you of this date when booking, it will also be printed on your written confirmation. If you are unsure, please give us a call and we will be happy to help.

What about COVID?

We are hopeful that we will be able to enjoy our tour programme this year, however I am aware that there are concerns. Should we need to cancel your holiday or day excursion you will be offered a full refund, alternative date or credit note. If you need to cancel your holiday we will follow our terms and conditions, however we will look at each case and advise that you speak with Gemma if you have any concerns.



Coach Seating Plan



Key:

- Seats with window bars
- Seats over wheels

BCH Trading Charter (and Booking Conditions)



1. Financial Protection

Your contract is with Phil Haines Coaches Ltd of Ralphs Lane, Boston. When you book a holiday with us, which does not include a flight, the money you pay us for the booking will be protected by Bonded Coach Holidays (BCH) and the Association of Bonded Travel Organisers Trust Limited (ABTOT), this is a Government approved consumer protection scheme. The scheme will also ensure your repatriation in the event the company becomes insolvent. Our Trading Charter and Booking Conditions set out clearly and simply the responsibility we have to you and in turn, you have with us, when a contract is made. Please see the Consumer Guarantee at www.bch-uk.org. There is no financial protection if you purchase just transport or accommodation-only from us. We fully comply with the Package Travel and Linked Travel Arrangements Regulations 2018. The combination of travel services offered to you is a package holiday within the meaning of the Regulations. Therefore, you will benefit from all rights applying to package holidays. Phil Haines Coaches Ltd will be fully responsible for the proper performance of the holiday and providing assistance if you are in difficulty. Your key rights will be in the details of the tour which will be provided prior to booking.

2. Booking and Payment

When a booking is made, the 'lead name' on the booking guarantees that he or she is 18 or over and has the authority and accepts on behalf of the party the terms of these booking conditions and pays the deposit indicated in the brochure and as confirmed in the pre-contract information. After we receive your booking and all appropriate payments, if the arrangements you wish to book are available, we will send you or your booking agent a confirmation invoice within 14 days. This confirmation will include any special requests we have agreed. All monies paid to your booking agent are held by them on your behalf until we issue our confirmation invoice, thereafter your booking agent holds the money on our behalf. A binding agreement will come into existence between us when we dispatch this invoice to the 'lead name' or your booking agent. Please check the confirmation carefully to ensure all the information is correct. This contract is governed by English Law, and the jurisdiction of the English Courts.

Single occupancy of rooms, when available, may be subject to a supplementary charge and these will be shown in the brochure. You can book by paying a deposit for each person named on the booking, but our commitment is always conditional upon the balance being paid as below.

Deposit £50.00 per person.

The balance of the price of your holiday must be paid at least 8 weeks before your departure. If you book within our balance due period, you will need to pay the total holiday cost at the time of booking. If the balance is not paid in time, we reserve the right to cancel your holiday, retain your deposit, and apply the cancellation charges set out in the paragraph below. The date of cancellation will normally be the date we receive your written confirmation 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 holiday, 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 refunded unless we obtain a refund from the supplier we use.

3. Brochure Accuracy

Although Phil Haines Coaches Ltd make every effort to ensure the accuracy of the brochure information and pricing, regrettably errors do sometimes occur. You must therefore ensure you check the price and all other details of your holiday with us at the time of booking and when you receive our confirmation invoice.

4. Our Pricing Policy

Phil Haines Coaches Ltd endeavour to ensure that the most up to date and correct prices are shown in our brochure. Occasionally, an incorrect price may be shown, due to an error. When we become aware of any such error, we will endeavour to notify you at the time of booking (if we are then aware of the mistake) or as soon as reasonably possible. We reserve the right to cancel the booking if you do not wish to accept the price which is applicable to the holiday. Local Authorities in many towns and cities throughout Europe have introduced new tourist taxes which must be paid directly to the hotel by all guests in person. These taxes are not included in our prices, but we will notify you when applicable.

Holiday prices include all travel, hotel accommodation and meals as specified in the holiday description and VAT payable in the UK where applicable. The price of the holiday will not be subjected to any surcharges except those arising from exchange rate changes, transportation including the price of fuel, air & ferry operator fares and tolls, embarkation or disembarkation fees at terminals, duties and taxes (including the rate of VAT). Even in these cases we will absorb the cost equivalent to cost of the first 2% of the holiday price. Amounts more than this plus £1 administration fee and Travel Agents commission will be surcharged to you. If this means the total cost of the holiday increases by more than 8% then you are entitled to cancel your holiday and receive a full refund of all monies paid except any insurance premium and amendment charges. We will communicate the options with you either through email or letter, with a reminder if necessary. If you exercise the right to cancel, we must receive written notice within 20 days of the date of the surcharge invoice. The currency exchange rate used in the holiday costings are based on rates as at February 2022.

5. If you change your booking

If, after our confirmation has been issued, you wish to change to another of our holidays or change departure date, we will do our utmost to make the changes, but we cannot guarantee to do so. However, notification must be received in writing at our offices from the person who signed the booking form, at least 6 weeks before departures. This must be accompanied by a payment of £5 to cover our administrative costs, plus costs we incur in making the amendment.

Alterations cannot be made within 4 weeks of departure and any such request for an alteration will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out in paragraph below. Some arrangements cannot be changed without paying a cancellation charge of up to 100% of the ticket cost.

6. Transferring your booking

You can transfer your booking to somebody else, but the person must satisfy all the conditions of the holiday and you must inform us either by letter or email no less than 7 days before departure. This transfer will cost £5 plus reasonable costs to make the transfer. You will remain responsible for ensuring payment before the balance due date. This is in addition to (and does not affect) the separate liability of the transferee to us.

7. If you need to cancel your holiday

You or any member of your party, may cancel your holiday at any time provided the cancellation is made by the person signing the booking form and is communicated to us in writing via the office who made your original booking. You must pay cancellation charges to cover our administration costs and to compensate for the risk of us not reselling the holiday. If the holiday is resold a refund will be made. Your cancellation will take effect from the date on which we or our agent receive your written confirmation of your cancellation. You must also return any tickets or vouchers 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 bought in supplies, such as ferries, hotel accommodation etc have been bought in on your behalf, and where the terms and conditions of the supplier are non-refundable, these products will be charged to you at the full retail rate. If this applies, the non-refundable items will be deducted from your holiday costs and the following scale of charges will be applied to the remainder:

Period before departure at which cancellation is confirmed	Amount of cancellation charge as a % of the total package cost
More than 42 days	Loss of deposit
28 - 42 days	30%
14 - 27 days	50%
7 - 13 days	75%
0 - 6 days	100%

You may cancel your holiday without paying any termination fee before the start of the holiday, in the event of unavoidable and extraordinary circumstances occurring at the place of destination or its immediate vicinity, for instance, if there are serious security problems at the destination which are likely to affect the package.

8. Alterations to your holiday by us

We hope that we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make minor changes. We reserve the right to do this at any time. We will let you or your booking agent know about any important changes as soon as possible, including the minimum number of passengers required on the trip. If after booking, and before departure, we make a major change to your holiday, you will have the option of withdrawing from the holiday without penalty or transferring to another holiday without any charge. In either case, we will pay you compensation, according to the scale set below. A major change includes the time of your departure or return time by more than 12 hours, a change in departure point, location of resort or type of hotel, a change in cross channel travel, or specification of the coach. If we tell you about any of these changes after we have confirmed your holiday booking (other than force majeure), you may either:

- accept the new arrangements offered by us; or
- accept a replacement holiday from us of equivalent or similar standard and price (at the date of the change), if we can offer you one; or
- cancel your holiday with us and receive a full refund of all monies.

Either way, we will pay you compensation, using the Compensation table shown,

Period before departure in which significant change is notified to you	Amount per person
More than 30 days	Nil
22-29 days	£10
15-21 days	£15
8-14 days	£20
0-7 days	£25

IMPORTANT NOTE Compensation will not be payable if the holiday is cancelled because the number of persons booked is less than the number required, or for events beyond our control, which include: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; hurricanes and other actual or potential severe weather conditions and any other similar events. You are also advised to check with The Foreign and Commonwealth Office Advice Unit regularly at www.fco.gov.uk/travel prior to travel.

All holidays operate if the minimum number of participants is met. However, in no case will we cancel your holiday less than 4 weeks before the scheduled departure date, except where you have failed to pay the final balance or because of force majeure (force majeure means an event which we or the suppliers of the services in question could not foresee or avoid and is therefore beyond our control).

9. Our responsibility to you

We accept responsibility for ensuring the holiday which you book with us is supplied as described in our publicity material and the services offered reach a reasonable standard and if you are in difficulty, we will assist you. If any part of our holiday contract is not provided as promised, you may terminate the contract without paying a termination fee and we will pay you appropriate compensation if this has affected your enjoyment of your holiday. We will, however, not be liable if there are any unforeseeable or unavoidable actions of a third party not connected with our travel services, or there were unavoidable or extraordinary circumstances, or the lack of conformity is due to a traveller in the party. We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of twice the value of the original holiday cost (not including insurance premiums and amendment charges). We accept responsibility for death, injury, or illness caused by the negligent acts and/or omissions of our employees or agents together with our suppliers and sub-contractors, servants and/or agents of the same whilst acting within the scope of, or during their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law. In respect of carriage by air, sea, tunnel and rail and the provision of accommodation our liability in all cases will be limited in the manner provided by the relevant international convention.

If we make any payment to you or any member of your party for death or personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to act against the person or organisation responsible for causing the death, personal injury or illness. This clause does not apply to any separate contracts that you may enter for excursions or activities during or outside of your holiday. 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 holiday, we may offer guidance and where legal action is contemplated and you want our assistance, you must obtain our written consent prior to any proceedings (We limit the cost of our assistance to you or your party to £5,000 per party)

10. If you have a complaint

If you have a problem during your holiday, please inform your Tour Manager, your driver or the relevant supplier/resort representative immediately who will endeavour to put things right. If your complaint cannot be completely resolved locally, you must complete a Holiday Report Form which can be obtained by your driver or local representative, which you should keep. Our contact number, for unresolved complaints will be our office number on (open in office hours) If you remain dissatisfied please follow this up within 14 days of your return home by writing to "Operator Name" giving your original booking reference number and all other relevant information, including the reference of the Holiday Report Form. It is therefore a condition of this contract that you communicate any problem to the supplier of the services in question AND to our representative whilst in resort and obtain a written report form. If you fail to follow this simple procedure, we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem. Should you wish to pursue the complaint further, BCH ABTOT have an Alternative Dispute Resolution scheme and full details are available from them. Please contact them at ABTOT 117 Houndsditch London EC3A 7BT

11. Our Coaches

We will always use our reasonable endeavours to provide a coach to the specification in our brochure or advert but reserve the right to substitute an alternative vehicle should there be unforeseen circumstances. There is a seating plan but, in some cases, operational reasons may require a coach with a different configuration. We reserve the right to alter a coach seating plan and allocate seats other than those booked. Single passengers may be required to share a double seat with other single passengers. When your booking is confirmed, you will be offered the best seats that are available at that time. If you feel that you require two seats, then these must be booked and paid for in advance, at the time of booking. If you fail to do this and it transpires that the seat allocated to you is insufficient for your needs and there is no alternative seating available, then you will be refused access to the coach and any payments made will be liable to forfeiture.

Specific seats will not be allocated on coaches operating a feeder service between joining points and main holiday departure points or on coaches that carry out transfers between airports, seaports etc.

12. Hotel Facilities

Some hotel facilities and entertainment may be withdrawn for routine maintenance or be subject to seasonal availability and provision of the facilities cannot be guaranteed. Single occupancy of rooms may be subject to a supplementary charge.

13. Health and Safety

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. There may be countries that we visit that have special medical requirements for tourists. These regulations are subject to change and our clients are responsible for complying with entry and current health requirements. If you are not sure of the health requirements for the country you are visiting, you are advised to check with your own GP before travelling. You are also advised to refer to the Department of Health leaflet "Health Advice for Travellers".

Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey for a long period. If you are planning to undertake a journey of more than three hours, you should consult your doctor, if you have ever had DVT, pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, stroke, and heart or lung disease or if you have had major surgery in the past three months.

We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. Where we provide comfort stops you are encouraged to walk around. Exercise reduces any discomfort, which may be caused by periods of immobility.

NO SMOKING is allowed on our coaches (including E-Cigarettes) and we do not allow pets or any other animals, although we accommodate registered assistance dogs, but not on overseas holidays.

14. Travel documents, itineraries, pick-up points and passports

For all Continental holidays, you will require a full 10-year British Passport (machine readable) valid for a further 6 months after your holiday. If you do not hold a full British Passport or have any doubts about your status as a resident British subject, you must check with the Embassies or Consulates of the Countries to be visited to confirm the Passport or visa requirements when you book. We cannot accept responsibility if passengers are not in possession of the correct travel documents. For full details on passport requirements, please contact 'the identity and passport service' on 0300 222 0000 (www.direct.gov.uk)

You are responsible for ensuring you are at the correct departure point, at the correct time and with the correct documents. Phil Haines Coaches Ltd reserve the right to modify itineraries to conform with requests from competent authorities both within the UK and abroad.

Excursions which are included in the cost of your booking are detailed on the brochure page and refunds will not be made for excursions not taken. Optional excursions booked and paid for in resort do not form part of your booking. Admission fees to buildings may not be included in the price of the holiday, please check.

15. Special Requests

All special needs and requests, if agreed, should be entered on the booking form and be included in the confirmation of the holiday. These cannot be guaranteed except where confirmed as part of our holiday commitment to you and are detailed on your holiday booking confirmation. We are keen to ensure that we plan the arrangements for your holiday so that special needs and requests can be accommodated as far as possible. If you will need assistance or may be unable to fully enjoy all aspects of your holiday you must tell us in advance so that we can maximise your enjoyment of the holiday. We will need to know if you will need special facilities in the hotel, taking part in the excursions or have difficulty boarding and travelling on the coach or other means of transport. Before booking your holiday, you should be sure that you and your party are both physically and mentally capable of completing the itinerary. If you need advice or further information either you or your booking agent should contact Phil Haines Coaches Ltd. If you will require a special diet please tell us at the time of booking, or as soon as you are medically advised, together with a copy of the diet.

16. Passengers with disabilities

We want everyone to enjoy our travel arrangements. We are happy to advise and assist you in choosing a suitable holiday. But, as some of the accommodation and resorts featured may not cater for even minor disabilities, it is important that, when booking, you advise us of any disability, specific need or complex need you may have and any special requirements that will make sure the holiday is suitable. If a passenger requires personal assistance (for example, assistance with feeding, dressing, toileting, mobilising) then this passenger must travel with an able-bodied companion or carer and written confirmation that such assistance will be provided for the entirety of the holiday is required at the time of booking. Coach drivers/Tour Managers are unable to provide such assistance.

Important:

You must tell us if you have an existing medical condition, disability or complex need that may affect your holiday or other group members' enjoyment of it before you book your holiday. We reserve the right to request a doctor's certificate confirming the passenger is fit to travel. If, in our reasonable opinion, your chosen holiday is not suitable for your medical condition or disability, we reserve the right to refuse your booking. You are responsible for bringing with you the proper clothing and equipment, which we advise you about in our printed trip information. We want you to enjoy your holiday and will help you select an appropriate trip.

17. Passenger Behaviour

We want all our customers to have a happy and carefree holiday. You are responsible for your behaviour and hygiene and the effect it may have on others. If you or any other member of your party is abusive, disruptive or behaves in a way that could cause damage or injury to others or affect their enjoyment of their holiday 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.

18. Travel Insurance

We strongly recommend that you do not travel without adequate travel insurance cover for your holiday. Phil Haines Coaches Ltd require the name of your insurance provider, policy number and emergency contact numbers. This information should be stated on your booking form. Alternatively you can let our office staff know this information at a later stage. Phil Haines Coaches Ltd cannot be held responsible for any costs incurred due to lack of travel insurance. Please ask for further information regarding travel insurance cover at the time of booking.

19. Luggage

Please restrict your luggage to a suitcase weighing no more than 18 kgs per person. We cannot accept responsibility for loss or damage to luggage unless through our negligence. Please do not leave valuable items in your suitcase when left on the coach. Please contact us for our policy on mobility scooters.

20. General Data Protection Regulations

We comply with the GDPR 2018 Regulations, our data controller is Gemma Haines and our data protection policy can be found at www.philhainescoaches.co.uk or you can request a copy from Phil Haines Coaches Ltd, Ralphs Lane, Frampton West, Boston, Lincolnshire, PE20 1QU.

21. Emergency Contact

Our emergency contact details are Tel: 01205722359

Email: Enquiries@philhainescoaches.co.uk

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PHIL HAINES

COACHES



Local Joining Points for Day Excursions

Butterwick – Bus stop at Five Bells Pub
Freiston – Bus stop next to the church
Fishtoft – Opposite the pavilion car park
Eastwood Road – Opposite the one stop shop
Boston Coach Park, Led Medlock Centre
ATS Roundabout – Opposite St Thomas' Village Hall
Wyberton – Opposite the Pincushion
Kirton – Town Hall
Swineshead – Opposite the Church Bus Stop on South Street
Sutterton – Boston Road Bus Stop

**Ralphs Lane, Boston,
Lincolnshire, PE20 1QU**

Telephone: 01205 722 359

Email: enquiries@philhainescoaches.co.uk

Website: www.philhainescoaches.co.uk

Holiday Pick Up Area

Free Door to Door service for all Holidays of three nights or more

