

PHIL HAINES

COACHES

2023

COACH HOLIDAYS
& DAY EXCURSIONS



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



Welcome to to Phil Haines Coaches 2023 brochure, we have been working hard with hotels, venues, and attractions to provide a fantastic range of opportunities for this year. We strive to continue to offer the traditional favourites that you have all loved and appreciated over the last few years, but also include a selection of new and exciting holidays and day excursions for you to enjoy. As we head into our 63rd year on the road we are excited for what is ahead of us.

We would like to thank you all for choosing to travel with Phil Haines Coaches, the small family business with the friendly, personal touch. We have a great team supporting us in the office, depot and are proud to have some of the most citreous, friendly, and knowledgeable drivers in the industry. Travelling with Phil Haines Coaches has never been better!

For returning customers who have travelled with us before, we are grateful for your continued support and we look forward to spending another year with you. If its your first time travelling with us, we would like to extend an extra warm welcome to you as you join us on board.

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 Limited will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Phil Haines Coaches Limited 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 Limited 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 <https://www.abtot.com/bch-abtot-members-directory/> or telephone 0207 065 5311 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](https://www.legislation.gov.uk))

Day trips are not covered by the BCH/ABTOT Financial Guarantee.

Vouchers

Are you looking for the perfect gift?
Look no further!

We offer vouchers to the value of **£5**, **£10** and **£20** to be redeemed on any day excursion or holiday.



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.

Travelling with Phil Haines - FAQ's

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

To secure your seats deposits are requested upon 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 shown 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?

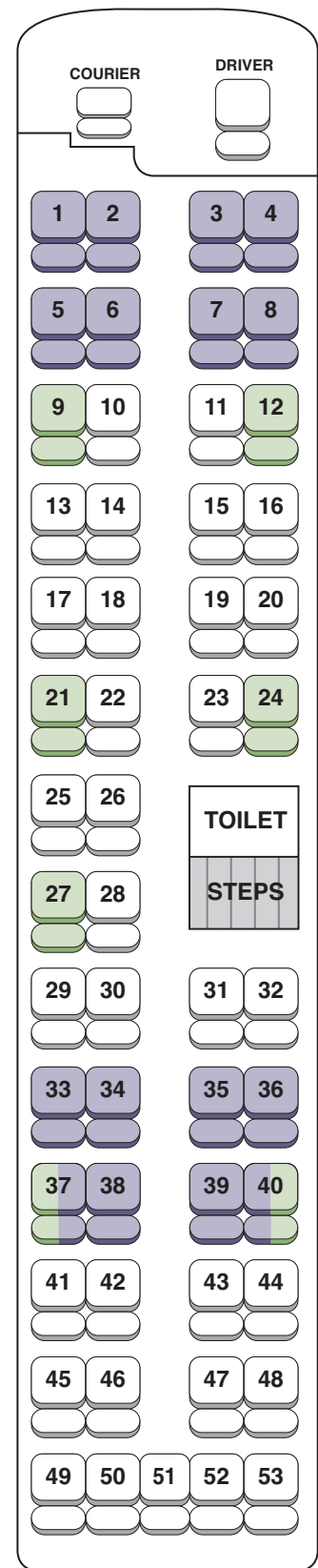
Your final payment date for holidays is six weeks before your departure date, for day excursions it is one week before travel. We will advise you of this date when booking, it will also be printed on your written confirmation. If you are unsure, please give us a call and we will be happy to help.

Annual Tea Party

Join us at Kirton Town Hall on Sunday 12th February 2 – 4pm to celebrate the launch of our 2023 brochure. With the opportunity to enjoy tea and cake, meet the team, discuss your travels with our drivers, make bookings and catch up with old friends. We will also be supporting a local charity by holding a fantastic raffle.



Coach Seating Plan



Key:

- Seats with window bars
- Seats over wheels



The Waldorf, London

Join us at one of our local joining points as we head to London for our 2-day break. We have an early start, ensuring that we arrive in London by 12pm for you to explore the capital at your leisure. After your delicious breakfast at The Waldorf take advantage of some further free time in London before the coach departs at 4pm for the return journey to Lincolnshire.

Sunday 21st May 2023

2 days **£179** per person
£70 Single Supplement

PRICE INCLUDES

- ✓ 1 Night bed and breakfast at The Waldorf, London
- ✓ Free time in London

ACCOMMODATION

The Waldorf London

Centrally located in London's West End, with spacious and elegant rooms. Rooms feature wall mounted TVs, private bathrooms, and luxury toiletries. **The hotel has a lift to all floors.**



Yorkshire Overnight

Our two-day break to the wonderful Yorkshire. An early start as you meet the coach at our local joining points to begin your journey north. Enjoy free time exploring the beautiful market town of Harrogate before checking into The Old Swan Hotel. After your breakfast the following morning we head to the historical York for time to soak up the wonders at your leisure.

Sunday 3rd September 2023

2 days **£139** per person
£10 Single Supplement

PRICE INCLUDES

- ✓ 1 night, dinner, bed and breakfast at The Old Swan Hotel, Harrogate
- ✓ Cream Tea at the hotel upon arrival
- ✓ Harrogate and York

ACCOMMODATION

The Old Swan Hotel, Harrogate

Situated just a few minutes from the town centre, the Old Swan Hotel boasts Victorian splendour and an elegant contemporary style. Rooms have tea and coffee making facilities, Wi-Fi, TV, telephone, and hairdryer. **The hotel has a lift to all floors.**



Christmas Spectacular

We head to Nottingham for the opportunity to explore, visit the shops or Winter Wonderland. Mid afternoon we head to The Orchard Hotel, with time to check in and freshen up before our party night. Join Mike and the band for an evening of singing and dancing with everyone's favourite Christmas tunes. After a leisurely breakfast we begin our journey back to Boston, making a stop at the quintessential market town of Newark.

Sunday 3rd December 2023

2 days **£179** per person
No Single Supplement

PRICE INCLUDES

- ✓ 1 night dinner, bed and breakfast at The Orchard Hotel, Nottingham
- ✓ Mike James Orchestra and Singers
- ✓ Nottingham and Newark

ACCOMMODATION

The Orchard Hotel, Nottingham

Set in 330 acres of Nottingham University parkland. The hotel has accessible rooms available, please advise staff upon booking. **The hotel has a lift to all floors.**



Monday 27th March 2023

5 days **£329** per person

No Single Supplement

PRICE INCLUDES

- ✓ 4 Nights dinner, bed and breakfast at Smiths Hotel, Western Super Mare
- ✓ Free door to door service
- ✓ Bath
- ✓ Stratford Upon Avon
- ✓ Cheddar Gorge and Wells
- ✓ Weston Super Mare

ACCOMMODATION

Smith's Hotel, Weston Super Mare

The Smith's Hotel is a family run hotel that occupies a prime position on the beautiful seafront of Weston-Super-Mare. Proudly sporting attractive and stylishly decorated bedrooms, many with spectacular sea views, each room is fitted with en-suite facilities to make your stay more convenient and relaxing. It is this dedication to customer comfort and customer service that has earned the Smiths Hotel an enviable 3-star rating with Visit Britain.

This hotel has a lift to all floors.

Spring in Somerset

YOUR ITINERARY

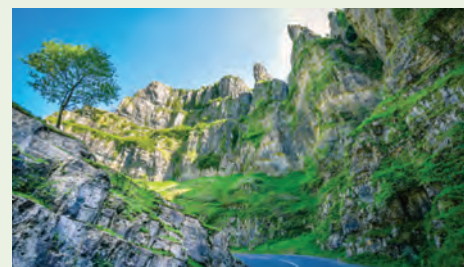
Monday Our free door to door service welcomes the start of your holiday. Once upon the main coach your journey begins across to North Somerset, we make a stop in the historic Stratford Upon Avon enroute. Your driver will then ensure that you arrive at your hotel in time to settle into your hotel before your evening meal.

Tuesday A day at leisure in the compact, elegant city of Bath. Full of traditional heritage, green spaces and some contemporary culture, Bath has lots to offer.

Wednesday Today provides the opportunity to explore the original British seaside resort of Western Super Mare. With its long sandy beach, grand pier, and handful of museums there is lots to do. You may choose to take a spin on the Weston Wheel, situated on the seafront it offers incredible views of the beach and town. Mid-afternoon you are invited to meet back at the hotel to enjoy a delicious afternoon tea.

Thursday Your day starts off with a scenic journey to Cheddar Gorge, not only one of Britain's most spectacular landmarks, but also an Area of Outstanding Natural Beauty. Late morning you travel to the historic town of Wells with the stunning Wells Cathedral and many more beautiful landmarks.

Friday This morning we must bid farewell to our hosts at Smith's Hotel. We begin our journey back to Lincolnshire, making a stop at Bicester Garden Centre en route. As you arrive back in the local area the taxi service will be waiting for you to complete your journey.





Sunday 2nd April 2023
5 days **£339** per person
No Single Supplement

Elegant Eastbourne

YOUR ITINERARY

Sunday Eastbourne here we come! You are greeted by your taxi driver as you travel to meet the main coach at the central joining point. Once on board you begin your journey south to Eastbourne. Your driver will ensure that appropriate stops are made en route, with you arriving in time to settle in before your evening meal.

Monday Brighton is today's destination with its vibrant, modern and colourful culture. On the front we have the Iconic Victorian pier and bandstand while the centre of town offers plenty of eateries, pubs and shops to ensure there is something for everyone to enjoy. We also visit Seaford, a town blessed with a beautiful seafront that sweeps around the bay; encompassed by the striking presence of Seaford Head and the cliffs on the eastern side and Newhaven Harbour with Mount Pleasant in the distance on the western side.



Tuesday A day which provides the opportunity for you to enjoy Eastbourne at your leisure.

Wednesday Today we travel along the coast to the old port of Hastings. One of the medieval Cinque Ports with an abundance of interesting discoveries to be made in the meandering alleyways of the old town. This afternoon we travel to Tenterden where you will board the Kent and Sussex Railway and enjoy a return journey on a fine example of a light steam railway.

Thursday After breakfast we say our farewells to Eastbourne and begin the journey home. We make appropriate stops along the way and arrive back in Boston to meet your taxis for the final leg of your journey.

PRICE INCLUDES

- ✓ 4 Nights, dinner, bed and breakfast at Haddon Hall Hotel
- ✓ Free door to door service
- ✓ Brighton and Seaford
- ✓ Hastings
- ✓ Kent and Sussex Railway
- ✓ Eastbourne

ACCOMMODATION

Haddon Hall Hotel

The Haddon Hall Hotel is situated in an enviable position on a broad tree lined avenue close to the seafront and town centre. A personal welcome awaits in a relaxed atmosphere with efficient service. Haddon Halls reputation for excellent food has been well known over the years with the head chef producing traditional English cuisine with modern variations for over twenty years. The en-suite accommodation includes colour television and tea/coffee making facilities. **There is a lift to all floors.**





Monday 24th April 2023

5 days **£379** per person
£64 Single Supplement

PRICE INCLUDES

- ✓ 4 Nights, dinner, bed and breakfast at Cumbria Grand Hotel
- ✓ Free door to door service
- ✓ Ilkley
- ✓ Hawes
- ✓ Wendsleydale Creamery
- ✓ Ullswater Steamer
- ✓ Kirkstone Pass
- ✓ Keswick
- ✓ Ravenglass Railway

ACCOMMODATION

Cumbria Grand Hotel

Set within the Lake District National Park, the Cumbria Grand Hotel is the ideal base for our tours.

Enjoy an unforgettable stay at the historical Cumbria Grand Hotel. Built in 1880, the hotel is located only a short drive from the majestic and popular Lake Windermere within the Lake District. Set in 20 acres of private gardens and woodlands and overlooking Morecambe Bay, you will receive a warm and friendly welcome at this charming AA 3-Star Victorian Hotel.

Includes lift to all floors.



Cumbrian Adventures

YOUR ITINERARY

Monday Your door-to-door service takes you to meet the coach to ensure a prompt start to your holiday. As we head north, we make a stop in the picturesque market town of Ilkley. We aim to arrive at the Cumbria Grand Hotel late afternoon, with time to check into your rooms and refresh before enjoying your evening meal.

Tuesday Your excursions today begin in the North Yorkshire market town of Hawes, one of England's highest magical market towns located at 850 feet above sea level. Your visit today will allow you to see the lively Tuesday market and explore the wonderful town set between the Butter tub and Fleet Moss mountains. Hawes is also home to the famous Wensleydale cheese. This afternoon you visit the Wensleydale Creamery, where you can discover the thousand-year history of artisan cheese making in the dales.

Wednesday A scenic drive this morning starts your day as you travel through the picturesque Cumbrian countryside and see the stunning Kirkstone Pass. A little free

time in Glenridding before you board the Ullswater steamer, your cruise will provide you with incredible views of England's most beautiful lake along with some of views of some of England's highest mountains.

Thursday Spend your morning browsing around Keswick town centre, the stunning market town of Keswick is surrounded by mountains and located on the shore of Derwentwater. The vibrant, bustling market town hosts its weekly market on a Thursday, or you may choose to explore the range of independent shops and delicious eateries. This afternoon you board the Ravenglass and Eskdale Railway, one of the world's oldest and longest surviving steam railways. Enjoy the seven miles of fantastic scenery to the foot of England's highest mountain.

Friday Today we must bid farewell to our hosts and make our way back to Lincolnshire, with appropriate stops made en route we aim to arrive back home for 5pm where your taxi's will be waiting to complete the final leg of your journey.



Monday 8th May 2023

5 days **£399** per person
£60 Single Supplement

PRICE INCLUDES

- ✓ 4 Nights, dinner, bed and breakfast at Coppid Beech Hotel, Bracknell
- ✓ Free door to door service
- ✓ Aylesbury
- ✓ Midsomer Murders Villages Guided Tour
- ✓ Henley on Thames
- ✓ Oxford
- ✓ Windsor
- ✓ Windsor River Cruise with Afternoon Tea
- ✓ St Albans

ACCOMMODATION

Coppid Beech Hotel, Bracknell
Situating near Windsor and Royal Ascot, Coppid Beech is a unique styled Alpine building offering leisure facilities and elegant bedrooms. The hotel offers spacious 4-star bedrooms with satellite TV and air conditioning. Tea and Coffee making facilities, hairdryer and iron provided in all rooms. **The hotel has a lift to all floors.**

Berkshire, Tours and Cruises

YOUR ITINERARY

Monday Following your morning taxi collection, we make our way south to the Coppid Beech Hotel. We will stop for free time in the bustling market town of Aylesbury located in the Chiltern Hills.

Tuesday After breakfast you will be met by your guide for the morning. Your knowledgeable guide will lead the tour around several villages used to film the wonderful Midsomer Murders. You will also have the opportunity to travel through the Chiltern Hills, an area of outstanding natural beauty before arriving in Henley on Thames. Henley on Thames was used in the series as Causton the main town. You will have an afternoon of leisure in this charming town.

Wednesday A day at leisure in the city of dreaming spires. Oxford, the city that is famous for its university and prominent history.

Thursday Our day begins with free time to explore this royal, unique market town of Windsor. Early afternoon we meet and board our vessel for a wonderful afternoon tea cruise as you travel along the Thames.

Friday

We depart the hotel after breakfast and make a stop at St Albans en route back to Lincolnshire. Free time in St Albans marks the end of your break, before returning to Lincolnshire to your awaiting taxis for the final leg of your journey.



Friday 2nd June 2023

4 days **£309** per person

£75 Single Supplement

PRICE INCLUDES

- ✓ 3 Nights, dinner, bed and breakfast at Double Tree Hilton Swindon
- ✓ Free door to door service
- ✓ Stratford Upon Avon
- ✓ Cotswolds Villages Tour
- ✓ Blenheim Palace
- ✓ Oxford

ACCOMMODATION

The Double Tree Hilton, Swindon

Set in the beautiful Wiltshire countryside, Double Tree Hilton will be your base for your short break. Rooms are modern and well equipped, offering Wi-Fi and air conditioning. All areas of the hotel are easily accessible, for more information regarding the hotels accessibility policy please ask when booking. **The hotel has a lift to all floors.**

Outstanding Beauty in the Cotswolds

YOUR ITINERARY

Friday You will be picked up at home by our door-to-door service, once on board the main coach we depart the local area and head across country. Making a stop en route in Stratford Upon Avon, a place known famously as the birthplace of William Shakespeare. We depart mid-afternoon and head to Double Tree Hilton, Swindon, arriving with time to settle into your rooms before your evening meal.

Saturday Today you have the opportunity to sit back and enjoy the wonders of the Cotswolds, a tour planned by your driver. Visiting some of the most stunning, picturesque villages the area has to offer. You will make stops for photo opportunities and enjoy free time at one of your destinations with the opportunity to sit back and watch the world pass by or get some lunch.

Sunday Your day today will be spent at the World Heritage Site, Blenheim Palace. With 300 years of history a monumental house with 2,000 acres

of beautiful parkland. Built in 1705 and 1722, Blenheim Palace is the birthplace of the Winston Churchill whose life and achievements are commemorated in a permanent exhibition in the suite of rooms in which he was born.

Monday

After breakfast we must bid farewell to our hotel, we enjoy free time in Oxford the city of dreaming spires before we head back to Lincolnshire. Upon your return your taxi's will be waiting to complete your return journey.



© Flickr - Paula Funnell



Friday 23rd June 2023

4 days **£319** per person

No Single Supplement

Sea View Supplement please ask upon booking

PRICE INCLUDES

- ✓ 3 Nights, dinner, bed and breakfast at Four Oaks, Llandudno
- ✓ Free door to door service
- ✓ Trentham Estate and Gardens
- ✓ Caernarfon
- ✓ Betws-y-Coed
- ✓ Beaumaris
- ✓ Anglesey
- ✓ Puffin Cruise
- ✓ Chester

ACCOMMODATION

Four Oaks, 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 to all floors.**



© Flickr - Martyn Wright

The North Wales Coast

YOUR ITINERARY

Friday Following your morning taxi collection, you will meet the main coach to begin your journey west to the stunning North Wales. Making a stop en route at the stunning Trentham Gardens, you may choose to visit the outlet, grab a bite to eat or visit the garden centre. Departing early afternoon to complete your journey and head over to the wonderful Llandudno with time for you to check into your hotel before your evening meal.

Saturday Today you head off to explore, starting your day in Caernarfon, the home to the famous Caernarfon Castle, a striking medieval monument that stands so proudly within the town. Free time allows you to take in the stunning scenery and wander the narrow streets and redeveloped waterfront. Early afternoon, we take a scenic drive to Betws-y-Coed set in a beautiful valley in the stunning Snowdonia National Park. The small town known as the gateway to the

national park, where the River Conwy meets three tributaries and there are also many exceptional buildings and bridges to be seen.

Sunday This morning we head over the Britannia Bridge to the wonderful Isle of Anglesey. After a scenic drive the coach will drop off in Beaumaris, a very pretty town rich in history and heritage and boasting one of Edwards I's most beautiful castles. Explore the stunning streets, visit the shops and many restaurants and eateries before meeting at the Pier to begin your 80-minute Puffin Island Cruise.

Monday This morning we must bid farewell to our hosts at The Four Oaks Hotel, as we depart early morning we head to the stunning city of Chester. Departing mid-afternoon we head back to Lincolnshire, as we arrive back in Boston your taxis will be waiting for you to complete the final part of your journey home.



Friday 7th July 2023

4 days **£339** per person

£21 Single Supplement

PRICE INCLUDES

- ✓ 3 Nights, dinner, bed and breakfast at The Prom Hotel, Great Yarmouth
- ✓ Free door to door service
- ✓ Norwich
- ✓ Great Yarmouth
- ✓ Cromer
- ✓ Cromer Pier Show
- ✓ Wroxham
- ✓ Paddleboat Cruise

ACCOMMODATION

The Prom Hotel

The 4-star hotel has a lot to offer with views of the sandy beaches of Great Yarmouth and the Golden Mile. The hotel has a public bar and separate restaurant, rooms have ensuite facilities, flat screen TVs, hairdryers and tea and coffee making facilities. **The hotel has a lift to all floors.**

A Spectacular Summer in Norfolk

YOUR ITINERARY

Friday This morning we collect you from your home address and bring you to meet the tour coach as it begins its journey to Great Yarmouth, arriving around lunch time, bags are dropped at the hotel and then you have time to explore the wonderful Great Yarmouth.

Saturday Today we head off to Norwich, with the backdrop of medieval churches, cathedrals and a Norman Castle, time in Norwich is a rather unique experience.

Sunday Time for a spectacular Sunday! Arriving in Cromer before mid-morning, you have time to explore the seaside town before taking your seats for the matinee performance of the Cromer Pier Show.

Monday After breakfast we must bid farewell to our hosts, stopping in Wroxham before enjoying a cruise on the Mississippi Paddleboat Steamer. Finally, we must head back to Boston, where your taxis will be waiting to complete your journey home.





Monday 31st July 2023

5 days **£419** per person

£48 Single Supplement

PRICE INCLUDES

- ✓ 4 Nights, dinner, bed and breakfast at Corton Coastal Village, Lowestoft
- ✓ Free door to door service
- ✓ Southwold and Aldeburgh
- ✓ Beccles
- ✓ Bury St Edmunds
- ✓ Norwich

ACCOMMODATION

Warners, Corton Coastal Village

Corton Coastal Resort offers a relaxed and friendly atmosphere combined with Warner Breaks - lavish meals, top live entertainment, comfortable accommodation and all the facilities you need for a great break. Corton Coastal Villages boasts a range of indoor facilities, a heated swimming pool, sauna and steam room, gymnasium, live nightly entertainment, short mat bowls, lounge bar, gift and coffee shop. Corton Coastal Village boasts a fabulous array of chalet style accommodation. It also offers a range of outdoor facilities, outdoor bowls green, putting green, archery and rifle shooting, crazy golf, putting and curling.

Warners Corton Coastal Village

YOUR ITINERARY

Monday Following your door to door pick up you are taken to meet the main coach and then begin your journey to the wonderful Warner's. Arriving early afternoon you have time to explore the site and see the wonders Warner's has to offer.

Tuesday A visit to two of the jewel's in Suffolk's coastal crown. Firstly, we visit Aldeburgh with rich literary culture and award-winning fish and chip shops. Later you travel to Southwold, a town by the sea with award winning beaches, charming harbour, working lighthouse, pier, cliff top cannon and stunning beach huts.

Wednesday A day at leisure for you to explore your base for the week and enjoy some of the activities available to you on site.

Thursday Today's excursion takes you to the historic market town of Beccles, steeped in history the picturesque town is situated in the heart of the Waveney Valley. With fantastic views of the river, the town has lots on offer for all.

Friday After our breakfast we must bid farewell to our hosts. Stopping in Norwich en route back to Lincolnshire to take some time to absorb the history or hit the shops. Returning to Boston late afternoon, your taxis will be waiting for you to complete your journey.





Monday 14th August 2023

8 days **£439** per person

£50 Single Supplement

PRICE INCLUDES

- ✓ 7 Nights, dinner, bed and breakfast at The Adelaide House Hotel, Blackpool
- ✓ Free door to door service
- ✓ Southport
- ✓ East Lancashire Railway
- ✓ Fleetwood Market
- ✓ Lancaster and Morecombe
- ✓ Blackpool

ACCOMMODATION

Adelaide House Hotel

A firm favourite of ours, a hotel that we return to every year. Boasting a prime location by the Winter Gardens and within the town centre you have the perfect base for your break. All rooms have en suite facilities and are also equipped with a hair dryer, tv and tea and coffee making facilities. **The hotel has a lift to all floors.**



A Week in Blackpool

YOUR ITINERARY

Monday Following your home collections, you meet the tour coach and begin your journey to Blackpool, arriving mid-afternoon to check into the wonderful Adelaide House Hotel for your seven-night stay.

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

Wednesday A morning visit to the famous Bury Market, voted everyone's favourite market in Britain. Early afternoon we depart and make the short journey to Bolton Street Station where you board the East Lancashire Railway. Enjoy the scenic ride as you travel to the wonderful Market Town of Heywood, before boarding for your return journey.

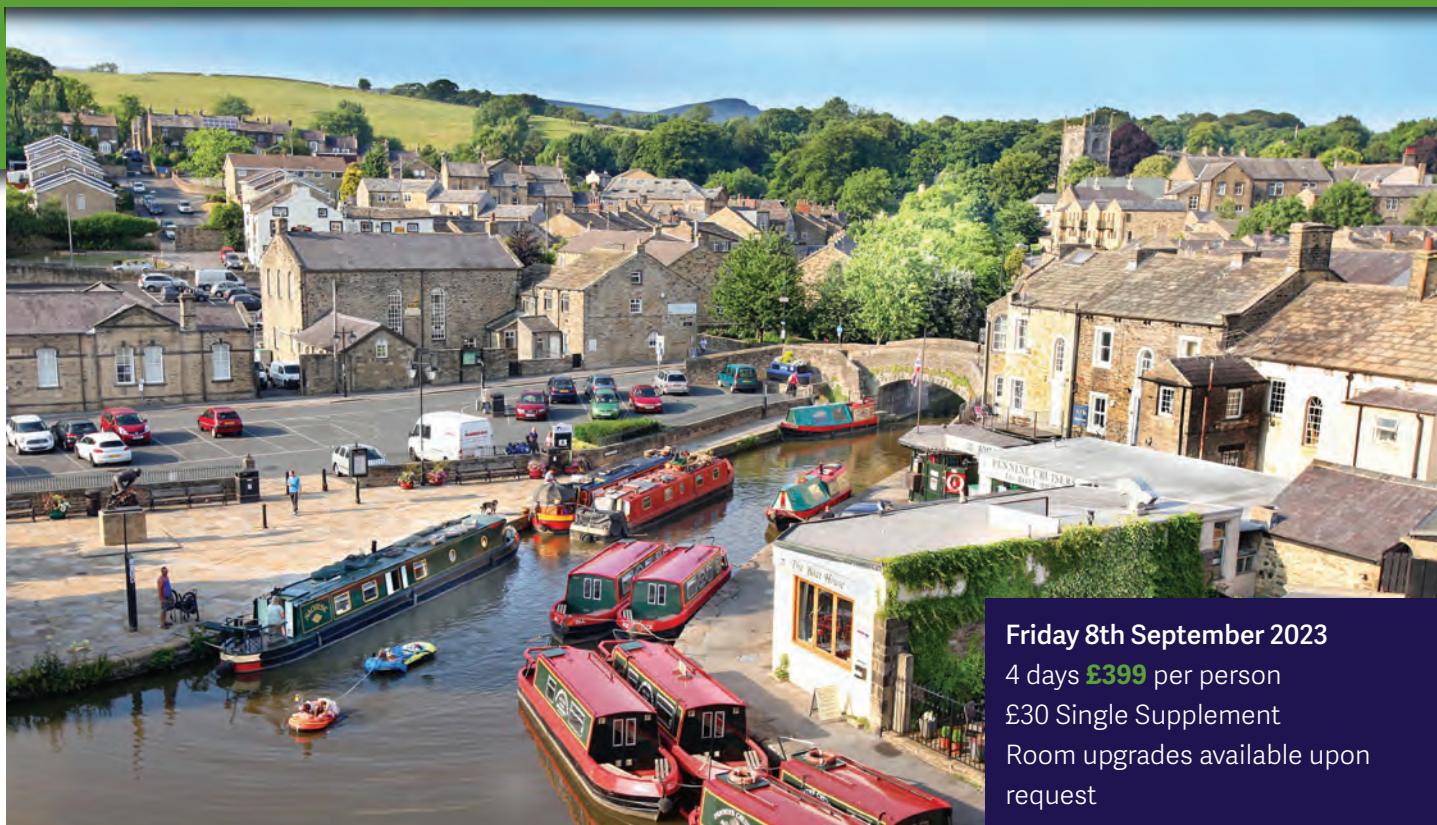
Thursday Today's excursion takes you to the wonderful Southport, an attractive, classic English seaside town. The beautiful historic pier, lovely sandy beaches and range of eateries boasting the use of local produce.

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

Saturday After breakfast this morning we head around the coast to the wonderful seaside town of Morecambe. With lots to offer take time to explore the Victorian streets, well placed art Deco glamour. The stunning seafront graced with so many traditions and historical links.

Sunday Our penultimate day is spent in the seaside resort that we have called home this week. A final day at leisure to explore the wonders of Blackpool.

Monday After breakfast we must bid farewell to our hosts as we begin our journey back to Lincolnshire. We make a stop at Junction 32 to en route for a final opportunity to hit the shops and grab a bite to eat. The coach will return to Boston at tea time where your taxis will be waiting to complete the final leg of your journey home.



Friday 8th September 2023

4 days **£399** per person

£30 Single Supplement

Room upgrades available upon request

PRICE INCLUDES

- ✓ 3 Nights, dinner, bed and breakfast at The Hotel Rendezvous, Skipton
- ✓ Free door to door
- ✓ Skipton Market
- ✓ Ripon
- ✓ Evening cruise on the Graceful Swan
- ✓ Keighley
- ✓ Keighley and Worth Railway
- ✓ Junction 32

ACCOMMODATION

Hotel Rendezvous

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. **This hotel has a lift to all floors.**

Skipton, Sail and Rail

YOUR ITINERARY

Friday After your home pickups this morning you meet the main coach and depart Boston early morning. Travelling directly to Skipton and arriving for around lunch time, then providing you with the chance to explore the local area and their Friday Market before heading to your hotel. We travel to the hotel with time for you to check in and refresh before your evening meal.

Saturday Today's excursion takes you to the Cathedral city of Ripon. A true gem in Yorkshires crown, stepped in history, heritage, character, and tradition. With the stunning Cathedral, streets full of independent shops and restaurants there are countless treasures to explore.

Sunday Our first stop today is the West Yorkshire market town of Keighley, a treasure trove of independent shops, department



stores, boutiques, tea rooms and pubs! Secondly, we head to the charming village of Haworth, the famous home of the Bronte sisters. Mid-afternoon you board the Keighley and Worth Railway and enjoy a journey through the atmospheric moorlands of Bronte Country.

Monday After our final breakfast at Hotel Rendezvous, we begin our journey back to Lincolnshire, taking a break at Junction 32 en route for the chance to grab a bite to eat or purchase your final bargain of the holiday. Upon your return to Boston your taxis will be waiting to complete your door-to-door service.



© Flickr - Stacey MacNaught



Beautiful Bournemouth

YOUR ITINERARY

Monday You meet the main coach mid-morning after your taxi pickups from home and then begin your journey south. The driver will ensure you have appropriate comfort breaks en route. Arriving at the Suncliff late afternoon to commence your four-night stay.

Tuesday Today's excursion takes you to the wonderful Beaulieu, with so much to see and do. Your ticketed entry provides you with access to the World of Top Gear, National Motor Museum, Palace House and Gardens and Beaulieu Abbey.

Wednesday You set your own pace for today, enjoy a leisurely breakfast before setting off to explore your wonderful base for this holiday. The fantastic seaside resort of Bournemouth, with a glorious 7-mile coastline.

Thursday Firstly, we travel to Swanage a traditional seaside town on the Jurassic coast, take time to walk along the Victorian pier and gaze out over Swanage Bay. You may choose to visit one of the many Bistros, sea view restaurants, tea rooms or traditional pubs. Enjoy the simpler things in life and visit the Prince Albert Gardens or go crab fishing from Swanage Stone Quay. Early afternoon you meet the coach and all board the Sandbanks Ferry and enjoy the views as we travel across to Poole. Enjoy a couple of hours at leisure in Poole before returning to the Suncliff for your evening meal.

Friday After your final breakfast at the Suncliff you must bid farewell. Your driver will be sure to make appropriate comfort stops during your return journey back to Lincolnshire. Upon your arrival in Boston your taxis will be waiting to complete your door-to-door service.

Monday 18th September 2023

5 days **£389** per person

No Single Supplement

£40 per night Sea View Supplement

PRICE INCLUDES

- ✓ 4 Nights Dinner, bed and breakfast at Suncliff Hotel, Bournemouth
- ✓ Free door to door
- ✓ Beaulieu – World of Top Gear, National Motor Museum, Palace House and Gardens and Beaulieu Abbey
- ✓ Bournemouth
- ✓ Swanage and Poole

ACCOMMODATION

The Suncliff, Bournemouth

Situated on the prestigious East Cliff, The Suncliff has a seafront location with view across Bournemouth Bay. The hotel is a short walk away from the golden beaches of Bournemouth. The Suncliff has a heated pool, Sauna and small gym, guests are also able to use the facilities at the sister hotels. Providing comfortable rooms with Wi-Fi, tv, towels, hairdryer and tea and coffee making facilities. The hotel also provides sea view rooms at an additional cost. Please mention this to staff upon booking if this is of interest.

This hotel has a lift to all floors.



Friday 13th October 2023

4 days **£319** per person
£30 Single Supplement

PRICE INCLUDES

- ✓ 3 Nights, dinner, bed and breakfast at The Adelaide House Hotel, Blackpool
- ✓ Free door to door
- ✓ Blackpool at leisure
- ✓ Blackpool illuminations tour
- ✓ Southport
- ✓ Skipton Canal cruise with Afternoon Tea

ACCOMMODATION

Adelaide House Hotel, Blackpool

A firm favourite of ours, a hotel that we return to every year. Boasting a prime location by the Winter Gardens and within the town centre you have the perfect base for your break. All rooms have en suite facilities and are also equipped with a hair dryer, tv and tea and coffee making facilities. **The hotel has a lift to all floors.**

Lakes and Lights

YOUR ITINERARY

Friday You are greeted by your door-to-door pick-up driver mid-morning; your main coach driver will be waiting to welcome you on board as you arrive at Boston Coach Park. With everyone on board you begin your journey to Blackpool. Arriving mid-afternoon, you have time to settle in and begin your three-night stay at the Adelaide House Hotel.

Saturday A day at leisure today as you have the opportunity to enjoy the sights and attractions of Blackpool. An early evening meal will be provided back at Adelaide House, then allowing you to board the coach and begin a tour of the famous Blackpool Illuminations.

Sunday Today's excursion takes you to the wonderful Southport, an attractive, classic English seaside town. The beautiful historic pier, lovely sandy beaches and range of eateries boasting the use of local produce.



Monday This morning we must bid farewell to our hosts, we travel to Skipton on our return journey for a little free time before boarding our vessel on the Leeds Liverpool Canal and enjoying a fabulous afternoon tea. We arrive back in Boston late evening and meet our taxis to complete the final part of our homeward journey.





Monday 23rd October 2023

5 days **£379** per person

No Single Supplement

PRICE INCLUDES

- ✓ 4 Nights, dinner, bed and breakfast at Clarence House Hotel, Tenby
- ✓ Door to Door Service
- ✓ Tenby
- ✓ Carew Castle
- ✓ St David's
- ✓ Saundersfoot
- ✓ Cardigan
- ✓ Preseli Mountains

ACCOMMODATION

Clarence House Hotel

Ideally situated on the middle of the Esplanade on the South Shore with views of St Catherine's Island, Castle Beach and Caldey Island. The hotel promises a warm welcome and stunning sea views. Offering Wi-Fi throughout, room facilities include, tea and coffee station, TV and hairdryer along with you en suite bathroom. **The hotel has a lift to all floors.**

Perfect Pembrokeshire

YOUR ITINERARY

Monday Your coach driver will be waiting to greet you as your door to door pick up service brings you to meet the coach. Once aboard your journey west begins, heading across to South Wales. The driver will ensure suitable comfort breaks are made en route before arriving at Clarence House Hotel to begin your four-night stay.

Tuesday Today provides the opportunity for a leisurely breakfast before enjoying the wonderful harbour town of Tenby. With the Tenby Castle ruins on the headland overlooking the harbour, the castle walls and cobbled streets of quaint shops, Tenby brings character and charm in abundance. This afternoon we enjoy an excursion to the magnificent Carew Castle and Tidal Mill, a stunning location overlooking a 23-acre millpond.

Wednesday Our excursions today begin with a scenic drive to Britain's smallest city, St David's. The city has a wealth of places to visit and wonders to explore. Our second

stop today is in Saundersfoot a pretty little seaside town with a beautiful harbour that was once a busy coal port for the local mines.

Thursday A scenic journey through the beautiful Preseli Mountains on our way to Cardigan, a thriving market town on the banks of the river Teifi. Boasting a medieval castle, narrow streets, shops and a gothic style Guildhall.

Friday After our final breakfast at The Clarence House Hotel, we begin our journey back to Lincolnshire, making appropriate stops on route. Upon arrival at Boston, you will be met by your taxis to complete the door-to-door service.





Friday 24th November 2023

4 days **£309** per person
No Single Supplement
Sea View Supplement available upon request

PRICE INCLUDES

- ✓ 3 Nights, dinner, bed and breakfast at Red Lea, Scarborough
- ✓ Door to door service
- ✓ Beverley
- ✓ Scarborough
- ✓ York Christmas Market
- ✓ Hull

ACCOMMODATION

Red Lea, Scarborough

Situated in an elegant Victorian mid-terrace and is a popular hotel on Scarborough's historic South Cliff. There are comfortable lounges, a spacious bar area, an excellent restaurant that serves breakfast and evening meals plus a lift with access to all upper floors. There is a new state of the art gym on the lower floor along with a refurbished indoor heated swimming pool with changing room facilities. The hotel is situated on the Esplanade, close to the Spa and is conveniently close to the seaside attractions and amenities. All rooms are en-suite, have TV and tea/coffee making facilities. **The hotel has a lift to all floors.**

Festive Scarborough

YOUR ITINERARY

Friday Your door-to-door service sees the start of your holiday as you are greeted and taken to meet the main coach. Once aboard, you leave the local area and begin your journey north and over the Humber Bridge. We take a break from our travels in Beverley, Yorkshire's incredible Minster town has lots to offer. We travel to Scarborough and arrive late afternoon with time to settle in before our evening meal.

Saturday A day at leisure, today provides the opportunity for you to explore the stunning Yorkshire coastline in Scarborough with all its festivities.

Sunday Your excursion today is to the stunning cathedral city of York, enjoy the wonders of York Minster and York Castle in the run up to Christmas. You also have the

chance to visit the famous St Nicholas Christmas Market.

Monday We depart the Red Lea after breakfast and begin our journey back to Lincolnshire, visiting the historic city of Hull. Wander the streets and experience the Christmas cheer that this city has to offer. Be sure to take a walk through the old town and take in the wonderful culture and architecture on offer. We arrive back in Boston late afternoon where you will meet your taxis and complete your journey home.





© Flickr - Alison Day

Festive Paignton

YOUR ITINERARY

Monday A warm welcome as your driver greets you with your door to door pick up service which will take you to meet the main coach at the central joining point. Once on board you begin your journey south to Devon. Your driver will make appropriate stops throughout your journey and ensure that you arrive at The Queens Hotel with time to settle in before your evening meal.

Tuesday A day at leisure in Paignton, the compact traditional seaside town home to a traditional pier, walk along the sea front or visit the town centre. Late afternoon we take the short journey to the Dartmouth Railway and enjoy THE CHRISTMAS TRAIN OF LIGHTS.

Wednesday Today's excursion takes you to Plymouth, Britain's Ocean City, soak up the Christmas spirit as you stroll along the waterfront, hit the shops or visit the Christmas Market.



Thursday Visit Devon's biggest Christmas Market. Situated in Exeter's Cathedral Green, the market provides a brilliant festive atmosphere with its seasonal entertainment, festive chalets, west country produce, hand crafted gifts and entry into the Cathedral.

Friday After breakfast we must say farewell to Paignton and begin our journey North. The driver will make appropriate stops as you head back to Lincolnshire. Your taxis will be waiting to provide your door-to-door service.

Monday 11th December

5 days **£389** per person
No Single Supplement

PRICE INCLUDES

- ✓ 4 Nights, Dinner, bed and breakfast at Queens Hotel, Paignton
- ✓ Door to door service
- ✓ Paignton
- ✓ Plymouth
- ✓ Exeter Christmas Market
- ✓ Dartmouth Railway Christmas Train of Lights

ACCOMMODATION

The Queen's Hotel, Paignton

The Queens is a popular family run hotel ideally located in a level position just 200 yards from the town centre and seafront. Facilities include a heated indoor swimming pool, lounge bar, restaurant, plus an entertainment room & dance floor. All bedrooms feature TV & free Wi-Fi, telephone, plus tea & coffee tray.

The hotel has a lift to all floors.



DAY EXCURSIONS



Snowdrops at Easton Walled Gardens

Wednesday 22nd February

£24
per person

Enjoy the morning visiting Boundary Mill and Downtown Grantham, 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 provides the earliest sign of spring and with it the promise of new beginnings. **Including entry.**



Melton Mowbray

Tuesday 7th March

£13.50
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 Lunch

Thursday 23rd March

£35
per person

A warm welcome awaits you as you join us on our Spring mystery tour. Sit back and take in the wonderful scenery as we travel to our mystery destination. Upon our arrival we will enjoy a two-course meal and have time to explore our location after we have eaten. Pre Orders will be taken three weeks before you travel.

Including two course meal

Thriplow Daffodils

Sunday 26th March

£27
per person

Walk the car-free village to look at the daffodil displays, visit the attractions and open gardens, and potter around the stalls. Refreshments are served in the tea rooms with homemade cakes and sandwiches, or delicious hot street food can be eaten in The Taste of Thriplow, while listening to live music. A truly unique and leisurely day out.

Including entry ticket.



Knaresborough and Harrogate

Wednesday 5th April

£23
per person

First, we head to Knaresborough, the marketplace in the centre of the town offers a great place to enjoy a cup of tea or something delicious. Knaresborough is a quintessential market town with an olde-worlde feel and home to England's oldest attraction, Mother Shipton's Cave. Next, we travel to Harrogate the ancient market town with an array of shops, eateries and coffee shops including Betty's tea rooms.



St Ives and Huntingdon Garden Centre

Monday 17th April

£16.50
per person

Visit this beautiful historic town, situated near Cambridge and along the River Great Ouse, walking along the riverfront, alley ways and in the marketplace, you will find a fascinating riverport heritage. The towns original character comes to life on a Monday with the traditional market on Market Hill. Early afternoon we travel the short distance to Huntingdon Garden Centre to explore at your leisure.



Covent Garden

Saturday 22nd April

£22
per person

Located in the West End of London, renowned for luxury fashion and beauty stores as well as award winning restaurants, Covent Gardens has lots to offer.



Rushden Lakes

Friday 28th April

£16.50
per person

We look forward to taking you to the shopping gateway of the Nene Wetlands, at the heart of the Nene Valley Living Landscapes. Come and explore a shopping centre like no other; where big brand fashion meets lakeside restaurants and cafes, and a world of outdoor discovery awaits. There is a terrific range of shops and stores, both individual and specialist shops and chain stores spread around this centre, making fantastic use of the wetlands around it. You can wander round the centre or head off and do a spot of bird watching before making your way back for some lunch...lots of places to choose from...a new shopping experience.



Distillery Tour and Stratford Upon Avon

Thursday 4th May

£36
per person

Enjoy a tour of the working Shakespeare Distillery, learn the process and history of how gin and rum are made. At the end of the tour join in with the tutored tasting before finishing your visit with a Gin and Tonic. After your distillery experience enjoy the wonders of Stratford Upon Avon.

Including tour.



Stratford Upon Avon

Thursday 4th May

£20
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.



Stunning Stamford

Friday 12th May

£12.50
per person

Well known for its fine stone 17th and 18th century buildings, Stamford is one of the most picturesque towns in Lincolnshire. Full of charm and character Stamford has a lot to offer with quaint streets, narrow alleyways and hidden courtyards.



Melton Mowbray 1940's Festival

Sunday 14th May

£16
per person

A fantastic event offering fun for all the family, themed entertainment, village stalls, live music, re-enactments, living history displays, vintage cars along with food and drink all set within the lovely town centre with a brilliant atmosphere.



Black Country Living Museum

Wednesday 17th May

£39
per person

See history brought to life before your eyes, relive the history of the Black Country at the fantastic Open-Air Museum. Meet historic characters and see what it was like to live and work in one of the first industrialised landscapes in Britain. **Including entry.**

DAY EXCURSIONS



Oxford

Saturday 20th May

£24
per person

Visit Oxford, the City of Dreaming Spires, with many attractions ranging from ancient to modern. Visit one of the many historic buildings or museums or spend the day shopping.



Louth

Friday 2nd June

£13
per person

Louth is a unique Georgian market town with a fantastic selection of market stalls, independent shops, and restaurants.



Vintage Norfolk

Tuesday 6th June

£45
per person

Today is set to be a wonderful day, we start by heading to the city of Norwich for a couple of hours to explore at your leisure. We are then met by our friends at Easton's Coaches with their Vintage vehicle, climb onboard and take your seat as we travel through the Norfolk Broads to Horning. We then cruise the broads on the Mississippi Paddle Steamer before returning to Norwich on the vintage coach. A day full of wonderful scenery and amazing forms of transport!
Including ticket prices.



Norwich

Tuesday 6th June

£18
per person

With a backdrop 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.



Camden Market, Little Venice and Magical Waterways

Wednesday 14th June

£35
per person

We start the day in Camden Market, offering fashion and crafts and a mixture of people and foods from every corner of the world. Early afternoon you board the Regent's Canal Waterbus, the 45-minute journey takes you through the hidden, picturesque waterways of Regent's Canal. Travelling through the famous Camden Lock, Regents Park, and London Zoo before arriving in Little Venice. **including canal cruise.**

Gardeners World Live

Saturday 17th June

£45
per person

Visit the NEC for this stunning Show with Gardens to inspire, award-winning plants to delight and top tips from celebrity gardeners including Alan Titchmarsh, Monty Don along with the rest of the TV team! BBC Gardeners' World Live brings an exciting collection of show gardens to life in a celebration of how imagination and creativity can transform any type of outdoor space to truly inspire you! Your ticket also gives you access to the BBC Good Food Show.
Including ticket price.



Strictly Ballroom the Musical

Wednesday 21st June

£56.50
per person

Based on Baz Luhrmann's award-winning worldwide film phenomenon, Strictly Ballroom: The Musical is heading out on a brand-new UK tour starring Strictly Come Dancing favourite Kevin Clifton and BBC Eastenders' Maisie Smith!
Stall seating



Nottingham

Wednesday 21st June

£16.50
per person

Known throughout the world for the legend of Robin Hood, today Nottingham is a thriving and creative city. A destination alive with dynamic culture: castles, caves and cultural attractions unite the past and present, providing a fascinating place to explore.



Summer Lunch

Thursday 22nd June

£35
per person

A warm Phil Haines welcome as you board the coach today for your day of mystery! A scenic ride through the county as we travel to our secret destination for lunch. A leisurely two course meal, game of bingo and then a summer stroll! **Including two course meal**



Bakewell and Afternoon Tea Cruise

Tuesday 27th June

£44
per person

We head into stunning Derbyshire this morning as we start our day in Bakewell. Early afternoon you travel to Whaley Bridge where you board the wonderful Judith Mary. Once onboard the canal boat sit back and relax as you enjoy a two-hour cruise along the Upper Peak Forest Canal with a delicious afternoon tea. Please make us aware of any dietary requirements when booking. **Including river cruise and afternoon tea.**



Queen Elizabeth II Life at the Castle

Monday 3rd July

£59
per person

Windsor remained a constant in Her Late Majesty's life; through childhood, war, and 70 years on the throne. The Castle served as a stage for the great events of Queen Elizabeth II's reign and as a focus for her leadership of the Church of England, the armed forces, the Order of the Garter, and other aspects of national life. At the same time, Windsor was a peaceful refuge in which to raise a family; a place to ride horses with children and great-grandchildren and to enjoy many other private moments that made the Castle her favourite weekend home. Enjoy tea and coffee on arrival, a private talk and self-guided tour. **Including castle entry**

Royal Windsor your way

Monday 3rd July

£23.50
per person

Windsor is a beautiful historic town next to the River Thames. There are lots of shops, tours to take and history to be explored.

DAY EXCURSIONS



Seaside Special! Sunshine Coast

Sunday 16th July

£24.50
per person

Visit Clacton on Sea, known as the Sunshine Coast because of the number of sunny days they have. Clacton sits in the middle of miles of sandy and award-winning beaches.



Portobello Road Market

Saturday 22nd July

£22
per person

With over 1000 dealers, Portobello Market is one of the largest, most famous street markets in the world. Renowned for its antiques, vintage fashion and bric n brac stalls.



Cambridge

Tuesday 25th July

£17
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.



Essex Lunch and Cruise

Friday 28th July

£54.50
per person

After a delicious pub lunch, board the MV Jahan boat for a two-hour cruise along the River Deben, one of the most beautiful and scenic spots on the East Coast. The tidal Deben Estuary is a Special Protection Area and within the Suffolk Coast and Heaths area of Outstanding Natural Beauty. The on-board commentary will tell of its rich wildlife and history. A scone and jam, with tea or coffee, will be served during the cruise. Please advise of any dietary requirements when booking. **Including pub lunch, cruise and cream tea**



Bury St Edmunds

Wednesday 2nd August

£17
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.



Lincoln at Leisure

Friday 4th August

£12.50
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.



The Deep

Tuesday 8th August

FROM
£28.50
per person

Adult **£32.50** OAP **£31.50** Child **£28.50**

It is one of the most spectacular aquariums in the world, located in Hull, and is home to magnificent sharks, turtles, penguins and the UK's only green sawfish. The dramatic building, which overlooks the Humber estuary, was designed by world class architects. Join us today and be taken on a journey through prehistoric seas, past tropical lagoons, into the vast open oceans, down to the darkest depths, through the chilly Kingdom of ice and into the future. **Entry included.**



Hull

Tuesday 8th August

£18
per person

The cobbled streets of the city's Old Town transports visitors back to days gone by when Hull was trading with the medieval Hanseatic League. You may choose to visit the free Museums Quarter where you can track Hull's course through the history books.



Seaside Special! Southend on Sea

Saturday 12th August

£24.50
per person

Offering all the traditional seaside pleasures along seven miles of seafront with the longest Pleasure Pier in the world, extending 1.341 miles into the Thames Estuary.



Harry Potter Warner Bros Studio Tour

Tuesday 15th August

FROM
£62.50
per person

Adult **£74** Child **£62.50**

A thrilling opportunity to explore the magic of the world-renowned Harry Potter film series. This unique walking tour takes you behind the scenes and showcases a huge array of beautiful sets, costumes, and props. It also reveals some closely guarded secrets about the special effects and breath-taking animatronics. **Entry included.**



Cotswolds and Rail

Thursday 17th August

£39.50
per person

Our day begins at the heart of the Cotswolds in the quaint, picture-postcard village of Broadway. Peacefully dwelling at the base of the Worcestershire hills in a region of England that is nationally recognised as an Area of Outstanding Natural Beauty, Broadway is a beautiful and historic village ideal for those who love picturesque landscapes, excellent cuisine, and rich cultural heritage. Mid-afternoon we travel to Toddington to board the Gloucestershire and Warwickshire Steam Railway for a nostalgic journey through the magnificent Cotswolds countryside. **Including train ticket.**

RHS Gardens Hyde Hall

Sunday 20th August

£38
per person

From transforming landscapes and panoramic views to superb ornamental horticulture, the popular Dry Garden and wild woodlands at RHS Garden Hyde Hall has inspirational planting for every visitor. Nestled in the heart of rural Essex, Hyde Hall is an oasis of peace and tranquillity with an eclectic mix of traditional and modern planting styles. The garden has expanded over the years and there are now more than 365 acres of garden to explore. Upon arrival you will be greeted by one of the fantastic volunteers for your garden tour, hearing their extensive knowledge of the gardens and the gardens history. **Including entry to RHS Hyde Hall and tour.**

DAY EXCURSIONS



Seaside Special! Sheringham and Wells Next to Sea

Wednesday 30th August

£17
per person

Enjoy some sea air as we head to the seaside town of Sheringham, once an old fishing village the heritage is still evident today as you wander along the seafront and around the town. Right in the centre of Sheringham is the town clock, built in 1862 on the site of a water well. Mid-afternoon you travel to Wells Next the Sea with the chance to enjoy a lovely coastal stroll.



Great British Car Journey

Saturday 2nd September

FROM
£27.50
per person

Adult £32 Child £27.50

Pull out the choke, turn the key and take a trip down memory lane! Dad's Car, Mum's car, your first car...or the one you always wanted, head along the ultimate journey down memory lane.

Celebrating Britain's contribution to popular motoring. Over 140 carefully chosen vehicles tell the story of The British Motor Industry on an interactive journey spanning the last 100 years. Onward then for an afternoon in Matlock Bath with the Promenade to stroll. **Including entry.**

Kings Lynn

Monday 4th September

£12
per person

Visit the Hanseatic town of King's Lynn one of England's most important ports from as early as the 12th century and this maritime past is still very much evident today. Fine old merchants' houses stretch down to the river between cobbled lanes and the elegant Custom House overlooks the harbour.



Moulin Rouge at Piccadilly Theatre London

Wednesday 13th September

£89
per person

Baz Luhrmann's revolutionary film comes to life onstage and is now playing in London's West End. The Piccadilly Theatre has been transformed into a world of splendour and romance, of eye-popping excess of glitz, grandeur, and glory! A world where Bohemians and aristocrats rub elbows and revel in electrifying enchantment.



Duxford Battle of Britain Air Show

Saturday 16th September

£66.50
per person

In the air, on the ground, and even in the clothes you wear! The Battle of Britain Air Show returns to bring the 1940s to life. From vintage aviation and the stories of those who served at RAF Duxford, to living history groups and entertainment from the era. Duxford Battle of Britain Air Show is presented by IWM Duxford, the former RAF site that played a leading role in some of the most dramatic days in 20th century history - serving as a base for many of the Spitfire and Hurricane pilots during the Second World War. **Including entry.**

Emmerdale Village Tour

Sunday 17th September

£54
per person

Explore the stunning Emmerdale Village as you visit the outdoor set where episodes of your favourite soap are brought to life. Home to the stars of Emmerdale during the week, our exclusive weekend tours will give you the chance to experience the drama for yourself. You'll then embark on a 90 minute, fully guided, outside walking tour where you'll explore the village and see exterior sets of The Woolpack, Café Mainstreet, David's Shop and many more - with plenty of time to take photos. The Emmerdale Village Tour is an outside walking tour with uneven surfaces and some hilly areas. **Including ticket price.**



Autumn Lunch

Thursday 28th September

£35
per person

We set off again to our mystery destination for the day. Starting with a scenic drive before arriving in time for Lunch. You enjoy a two-course meal, game of bingo, good company and then are left with the opportunity for a lovely scenic stroll.

Including two course meal.

Perfect Potteries and Autumnal Gardens

Thursday 5th October

£35.50
per person

Visit the unique and interactive visitor experience at the outstanding World of Wedgwood. You can discover the history of Wedgwood and the vision, creativity, and passion of its founder as you explore the Museum and see how Josiah Wedgwood transformed English Pottery. Enjoy a factory tour, see up close the craftsmanship, artisan skills and techniques honed over 260 years. Early afternoon you make the short drive to Trentham Gardens, with access to 725 acres of spectacular natural beauty and home to award-winning Gardens, glorious ancient Woodland, and the unique outdoor shopping village.

Including entry.



Autumn Tints in the Cotswolds

Tuesday 10th October

£21.50
per person

Come and explore the stunning and picturesque beauty of the Cotswolds this autumn as we take you on a journey through some of the best towns and villages that this Area of National Beauty has to offer. Stops will be made for lunch and for you to take in the best scenery.



Norwich

Saturday 21st October

£18
per person

Why not join us for the day shopping in Norwich or alternatively spend your time enjoying the sights; walk by the riverside, visit the castle just to name a few. Plenty for everyone to do. The medieval alleys and winding back streets in the heart of the city form the Norwich Lanes. Lined with a fascinating range of specialist shops, the Lanes are a must for those looking for an original gift or that something extra.



Historic Lincoln

Monday 23rd October

£12.50
per person

With its magnificent triple towered Cathedral and the country's finest Norman Castle – not to mention the fantastic shopping opportunities this city makes an interesting day out.



Kensington Museums and Knightsbridge

Wednesday 25th October

£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?

DAY EXCURSIONS



Poppy Factory and Richmond

Wednesday 1st November

£42
per person

Every year poppies are worn; wreaths are laid, and the nation turns its attention to Remembrance. Visit the Poppy Factory and see how veterans still make royal and regimental wreaths today. Enjoy lunch time exploring the wonderful Richmond prior to our tour at 3pm to discover the Poppy Factory's 100-year history, which will be followed with tea and cake made by the wonderful inhouse bakers 7Marvels and served by veterans. **Including entry ticket.**



Regent Street Motor Show

Saturday 4th November

£22
per person

Showcasing 125 years of motoring history in the iconic street of Central London including, veteran, vintage, classic and the very latest cars. With the street pedestrianised from Piccadilly Circus to Oxford Circus, allowing all to wander and enjoy the fantastic exhibitors and entertainment.



London

Saturday 4th November

£22
per person

A day in the capital with 6 hours at leisure to hit the shops, make a start at your Christmas shopping or visit some of the most iconic sight-seeing spots!



East Bridgford Garden Centre

Thursday 16th November

£14.50
per person

A leisurely start to the day as we enjoy a scenic drive towards Nottingham, visit the wonderful Blue Diamond Garden Centre at East Bridgeford. With two beautiful restaurant and lots of aspirational environments in which to shop for both your garden and home. Offering, style, innovation, and elegance for you home and garden, East Bridgeford is the perfect place to spend your day. As we visit mid-November, we will also be able to enjoy the wonderful festive displays they have on offer.

Meadowhall

Sunday 19th November

£18
per person

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



Festive Lights at Kew Gardens

Date to be Confirmed

£TBC

This unique, world-famous event has paved the way for festive displays across the country each winter, cementing light trails as a firm festive favourite in the run up to Christmas. Join us as we visit the popular after dark event, hosting a trail through the famous botanic gardens, lit up with lights and spectacular projections.

Please register your interest for this event.

London Your Way

Saturday 2nd December

£22
per person

Six hours in London, but how will you spend it? Arriving by 12pm your opportunities are endless. Visit Oxford Street and Regent Street to hit the shops, visit the West End, see the sights, or visit Winter Wonderland in Hyde Park. **Travel only.**



Christmas at the Stunning Belvoir Castle

Date to be confirmed

£TBC

We will visit the stunning Belvoir Castle and enjoy the wonders of Christmas. Experience the magic of Christmas as you shop the selection of wonderful pop-up shops at the Christmas Market and the Engine Yard shops, take the opportunity to try the delicious, fine food in the Engine Yard Food Hall. We eagerly await the announcement of this year's magical Christmas theme.

Please register your interest for this event.

Thursford Christmas Spectacular

Wednesday 6th December

£71
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! **Deluxe Seating.**

York at Christmas

Saturday 9th December

£20.50
per person

Visit the Cathedral City, enjoy the wonders of York Minster and York Castle during the magical Christmas Period. Take time to visit the wonderful St Nicholas Fair, York's very own Christmas Market. Located in the heart of the city, you can experience the wonderful Christmas decorations along The Shambles to Parliament Street, where the Christmas Market begins.

Thursford Christmas Spectacular

Sunday 10th December

£74
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! **Deluxe Seating.**



Manchester at Christmas

Sunday 10th December

£24
per person

Visit a city known throughout the world as the birthplace of the industrial revolution, Manchester has a proud history in science, politics, music, arts, and sport. Today the city combines this heritage with a progressive vision to be a city that delivers surprise and delight in equal measures. The wonderful festive Christmas Market creates an infectious atmosphere as it spreads across nine sights in the city. As you wander the streets, visit the craft stalls, and sample the delicious food stalls enjoy a Christmas tippie of the traditional mulled wine, Manchester will be offering Christmas in abundance.

Christmas Lunch

Thursday 14th December
Tuesday 19th December

£35
per person

A festive welcome from the team as you join the coach. Sit back and enjoy the scenic journey as we travel to our mystery destination. Enjoy a two course Christmas Meal, followed by tea and coffee. We will also hold a small raffle to raise funds for our selected local charity. **Including two course meal**



Birmingham Frankfurt Christmas Market

Sunday 17th December

£22
per person

Visit the largest authentic German market outside of Germany, as this fabulous city hosts its annual Christmas market it creates a fantastic atmosphere and even better aroma! Free time allows you to explore the beautiful market and try a few delicacies and a delicious glass of mulled wine all whilst soaking up the fabulous Christmassy atmosphere. Or you may choose to visit the wide range of shops that creates a shopper's paradise!

BCH Trading Charter (and Booking Conditions)



1. Financial Protection Your contract is with Phil Haines Coaches Limited of Ralphs Lane, Frampton West, Boston, Lincolnshire, PE20 1QU. 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 <https://www.abtot.com/bch-abtot-members-directory/> 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 Limited 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 your commitment is always conditional upon the balance being paid as below.

Deposit £50 per person.

The balance of the price of your holiday must be paid at least 6 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 Limited 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 Limited 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.

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. 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. 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 01205 722359 (open in office hours) If you remain dissatisfied please follow this up within 14 days of your return home by writing to Phil Haines Coaches 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 You are responsible for ensuring you are at the correct departure point, at the correct time and with the correct documents. Phil Haines Coaches 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 you should contact Phil Haines Coaches. 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 unacceptably under the influence of drink or drugs or you are being violent or disruptive. If you are refused boarding on the outward journey, we will regard it as a cancellation by you and we will apply cancellation charges. 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 advise that you take out personal travel insurance for the trip. The insurance should cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. If you do not have adequate insurance and require our assistance during your holiday, we reserve the right to reclaim from you any medical repatriation or other expenses which we may incur on your behalf which would otherwise have been met by insurers. You must advise us if you use an alternative insurer, the policy number and 24-hour contact number.

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, Ralphs Lane, Frampton West, Boston, Lincolnshire, PE20 1QU.

21. Emergency Contact

Our emergency contact details are Tel: 01205 722359 Email: info@philhainescoaches.co.uk

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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

