

Booking Terms & Conditions, Day Trips, Excursions & Tours

YEL.141



Yelloway Coaches Ltd has been in the business of successfully transporting people since 1915, we are a family run business, who believes in providing safe travel, top quality customer service and value for money. Over time we've amassed a wealth of experience that enables us to offer the most competitive prices, the widest range of choice and the highest service standards in the North West. When you travel with Yelloway, you'll discover why we're the best in the business.

A high percentage of our business is from loyal, repeat customers and from recommendation by those existing customers. We are small enough to treat customers as individuals with a dedicated team, comprehensive fleet of vehicles and expertise in the transport industry and assurance you would expect from a larger company.

For clarity and transparency below please find our Booking Terms and Conditions for Day Trips, Excursions and Tours which runs in conjunction with Policy YEL.147.

Cancellation by you

To offer the best possible pricing to sustain safety, service and quality all bookings, once confirmed, are non-refundable or transferable. Please ensure you are available to travel on your chosen date before you purchase your tickets.

Cancellation by us

All tours/excursions are based on a minimum number of passengers travelling. We reserve the right to cancel tours/excursions in the unlikely event that the numbers fall below the minimum requirement. In this event a full refund or an alternative date will be offered.

Seat allocation

Requests for particular seat number/location can be requested when booking, however, since allocations are made on a first come, first served basis, early booking is advisable to secure your seat of choice. Whilst we do our utmost to conform to the seating plans shown and to provide the seat numbers booked by clients in the published seating plan, we reserve the right to amend these should conditions change. We are unable to accept provisional bookings on specific seats.

Lost Property

All personal belongings are carried at the owner's risk and the Company cannot accept any responsibility for loss or damage except where such loss or damage is caused by proven negligence of the Company. Any property left on the vehicle and found by the Company will be held at our Oldham depot until collected and subject to The Public Service Vehicles (Lost Property) (Amendment) Regulations 1995, whichever is sooner. The contact number is 0161 287 2233 Option 3. A collection fee is applicable on all items of lost property; this cost is to cover insurance, administration and storage of your item.

Smoking Policy

A strict no smoking policy applies on all our coaches, this includes E-cigarettes.

Pick up and drop off points

Passengers are picked up and dropped off at the authorised points only. Drivers are unable to alter the drop off points due to insurance specifics.

Delays

The company are only able to estimate journey times as conditions such as road conditions, weather etc can affect travel time, therefore any estimates are given in good faith. However, as a result of breakdown or traffic congestion, or other events beyond the reasonable control of the Company, journeys may take longer than predicted and in those circumstances the Company will not be liable for any loss or inconvenience suffered as a result.

Conveyance of children / animals

Please follow Government Guidance when travelling with children. Current guidance stipulates children under 3 years of age must not wear a seat belt. Children under the age of 5 are permitted to sit on the lap of an accompanying adult and are carried entirely at the risk of the accompanying adult. No animals are authorised to travel except for assistance dogs. We welcome highly trained assistance dogs on our coaches. We do recommend that customers pre-book as this will help us ensure that you and your assistance dog are accommodated and that your assistance dog has enough space to lie down for the duration of the journey.

You will be asked to provide evidence that your assistance dog is highly trained, such as a certificate, correspondence from the training organisation, ID book, owner training logs or an email from the owner confirming what training has taken place. This is not an exhaustive list, customers can contact us to discuss, please contact our office Team on 0161 287 2233, lines open 5 days a week, 9am - 5pm or via e-mail: ops@yelloway.co.uk

We request that assistance dogs wear a safety harness when on board the Coach which should be attached to the seatbelt of a spare seat. The safety harness is something that you, the Customer will be required to provide.

Conduct of passengers

The driver is responsible for the safety of the vehicle at all times, and as such may remove passengers whose behaviour prejudices safety or is in breach of the Public Service Vehicle Conduct of Passengers Regulations 1990.

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Issued: 17/08/2021 JW
Reviewed: 12/08/2022 JW
Next Review: 12/08/2023 JW