

## Essential Information for Tours by Coach

Travel by coach is a convenient, safe and cost-effective method of travelling to both the UK and continental destinations. Outlined below are the important matters to consider before embarking on a coach tour with a group.

### Deposits for Tours by Coach

In order to reserve a coach and other services for your tour, we will need to receive initial deposits per paying person as specified in your Offer Letter. The deposit amount is determined by the duration of your tour and collecting these will allow you to assess interest levels at an early stage. In the event that passengers withdraw and are unable to be replaced, these deposits will be retained by us which assists us in protecting your quoted price.

### Coach – General

Please encourage all passengers to treat the coach with respect and use the rubbish bags provided. Chewing gum is not allowed under any circumstances. We strongly recommend that the tour organiser checks the coach at the beginning and end of the tour not only for litter and lost property but also for damage. Any damage or faulty equipment should be reported to your guide when they join the coach. Many sites are likely to be wet and muddy so a change of footwear for coach travel should be brought.

### Coach – Safety

All UK-based coaches we use are fitted with seat belts, insured and equipped for travel in Europe. Drivers' hours are strictly controlled and, depending on the driving time involved, two drivers may be provided. It is Anglia Tours' policy to accommodate coach drivers in single rooms whenever possible. Students are briefed that the doors of UK coaches may not always open on the kerb side when abroad. Please note that foreign coach operators are not obliged to fit seat-belts to all vehicles. Anglia Tours will endeavour to secure all vehicles that do have seat-belts, but this may not always be possible. For the safety of yourself and the group you should:

- Familiarise yourself with the emergency exit, and how it works.
- Note that it is mandatory under European Law to seat a member of staff adjacent to the emergency exit on a **single-decker** coach.
- On a **double-decker** coach, it is essential that at least one member of staff is seated on the upper deck.

### Coach – Capacity

The standard size of an executive coach with DVD and toilet facilities is 49 seats. We will endeavour to book the correct sized coach(es) to accommodate your group with the minimum number of empty seats. If you request a larger coach than is required, the tour price is likely to increase.

### Coach – Disabled Access

We are able to supply coaches with disabled access ramps but we will require as much notice as possible. There will be a corresponding reduction in the number of conventional seats on a disabled access coach.

### Crossing the Channel – Eurotunnel

The minimum check in time is 40 minutes and the crossing time is 35 minutes. Eurotunnel crossings are available to book approximately 6 months prior to travel. If we are unable to secure the crossings shown on your itinerary, we will select the best alternative for your group. Please note that in peak travel periods, coach capacity on Eurotunnel is limited.

### Crossing the Channel – Ferries

Check in times vary but are at least 60 minutes prior to sailing. Ferry crossings are available to book approximately 8 months prior to travel. When overnight cabins are required, we will book 4 berth cabins for students and twin cabins for staff, these are subject to availability at the time of booking. Meal vouchers are available and we can book these on your behalf. If we are unable to secure the crossings shown on your itinerary, we will select the best alternative for your group. Please note that in peak travel periods, coach capacity on ferries is limited.

### Passenger Information Form (PI Form)

Both Eurotunnel and the ferries require family name and first name (as shown in passports) and other advance passenger information, which include, date of birth, passport number, passport start date and expiry date, country of issue, nationality and gender. We will send you a Passenger Information Form to ensure we have the necessary information. It is important that this is completed accurately as incorrect information can result in delays for the group and, in extreme cases, denied travel. The border authorities of the countries of arrival and return require the APIS data. We are merely acting as a collection service for such authorities.

## **Cancellations and Amendments**

For cancellations made less than 8 weeks before departure, any payments made may be transferred to a replacement passenger but we reserve the right to charge an amendment fee of £25. If you are unable to replace the passenger, we will refer to our Booking Terms and Conditions to determine the charges due. If a transfer of payment takes place at any stage, any additional charges made by suppliers will be passed on in full.

## **Special Requirements**

We aim to cater for all dietary requirements as specified by culture, religion and medical conditions, but these are on a prearranged basis and are subject to availability. In order to try to meet these requirements, we request as much notice as possible, especially for Coeliac, Nut-free, Dairy Intolerance, Vegetarianism, Vegan, Kosher and Halal. Please be aware that we cannot always guarantee special requirements are met overseas, however, we will endeavour to help find alternative arrangements. If paperwork is not returned we cannot guarantee to meet individual requirements.

## **Medical Conditions, Medication and Passengers with Reduced Mobility**

If any passengers have particular medical conditions that may affect the tour, we need to be made aware of this as soon as possible. Please also ensure that if any passengers are on medication, they bring a sufficient amount with them. If any medication needs to be kept cool, it should be packed in a thermal container.

## **Travel Documentation**

Obtaining required travel documentation takes time. You are responsible for ensuring that all those travelling have a valid travel document and any visas if required. It is recommended that you address this matter as part of the initial tour booking process. Collecting the Passenger Information data at the time of booking may well assist with this. If you intend to travel within Europe using a collective passport, consult your nearest passport office at an early stage of tour planning.

For British/EU Citizens: When travelling within the EU, your travel document should be valid for the proposed duration of your stay; you don't need any additional period of validity on your passport beyond this.

When travelling outside of the EU, we recommend you have a full passport with an expiry date of 6 months or more after the date of return.

For Other Nationalities: Guidance and visa exemption forms will only be issued to the school and are available from the British Council Information Centre, [www.britishcouncil.org](http://www.britishcouncil.org), tel: +44 (0) 16195 77755 (Monday – Friday 08:30 to 17:30), email: [general.enquiries@britishcouncil.org](mailto:general.enquiries@britishcouncil.org). Non-school groups should consult the relevant consular authorities of the countries to which and through which the nationals concerned will be travelling and consider any re-entry requirements into the United Kingdom.

## **European Health Insurance Card (EHIC)**

We advise that all passengers travel with an in date European Health Insurance Card (EHIC). Applications can be made online at [www.ehic.org.uk](http://www.ehic.org.uk) or by phone on +44 (0) 30033 01350.

For further information and advice on current processing times it is recommended that you contact the Dept of Health at [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers) or by phone on +44 (0) 84560 62030.

## **Insurance**

We include travel insurance in quotations for all groups that are aged under 85 at the time of travel so that we can be sure you and your group are adequately covered and that we are well placed to offer any appropriate assistance. Our insurance policy can be viewed online at <http://angliatours.co.uk/content/uploads/2017/10/insurance-policy-document.pdf> and our Statement of Insurance can be viewed at <http://angliatours.co.uk/content/uploads/2017/10/statement-of-insurance.pdf>. It is a condition of booking that all group members are covered by appropriate travel insurance.

## **Pocket Money**

We recommend that no more than £10-£15 per day be taken as pocket money. Please note that we suggest that foreign currency is purchased either individually or as a group before the tour. There is no provision in our itineraries for purchasing/changing foreign currency.

## **Portable Electronic Devices**

Anglia Tours has no objections if students bring portable electronic devices but would request that, with the exception of cameras, these remain on the coach when the guides are working with the students. Loss or damage to these is not covered by our Client Travel Insurance.