



Terms & Conditions

(Day Trips, Concert Travel, Theatre, Holidays and Short breaks)

By placing a booking with MH Travel, the Customer acknowledges that they have read, understood and agree to accept the Terms and Conditions as detailed below.

No part of these Terms and Conditions affects your rights as a consumer. These Terms and Conditions are in addition to your rights as a consumer.

The Company / Agent: MH Travel is a trading name of MH Travel (North Wales) Ltd whose registered address is 32 Ffordd Estyn, Wrexham, LL11 2SU with Registered Company No. 14304232.

The Customer/ The Hirer: Person and/or Organisation making the booking

The Holiday: refers to the day trip, concert travel, holiday or short break (including 1 night stays), which you have reserved and we will provide to you under the contract

The Driver: The Driver or Drivers of the vehicle, the coach Operator or supplier of the vehicle

The Operator: Supplying Operator fulfilling the coach transport

1. The Contract and Booking Confirmation

These Terms and Conditions apply whether the agreement is in written or verbal form. The Conditions of Booking and the Confirmation of Booking will be part of the contract. Under the Contract we agree, subject to these Conditions of Booking and the Confirmation of Booking, to provide the Holiday to you and anyone on whose behalf you book the Holiday. When you book on-line, by telephone or any other means the Contract will come into effect as soon as you have booked. Once the contract exists, your rights to cancel are set out in clause 5 and 7. The Hirer is responsible for checking the accuracy of the booking confirmation and notifying the Company of any errors

immediately. The Hirer is solely responsible for the acts and/or omissions of the passengers, whether or not they travel.

2. Holiday Payment

2025 - Deposits

Our standard deposit for all overnight breaks is £50 per person.

The balance of your holiday cost is then payable six weeks prior to departure (unless otherwise agreed by the company). The deposit belongs to us as soon as the contract comes into existence. If you do not make your balance payment on time, we reserve the right to cancel your holiday and keep the deposit.

For day trips and travel to events - full payment is required at the time of booking

There will be no charge made when using a credit or debit card although we do reserve the right to pass any supplementary charges to our customers by way of a nominal charge.

Your holiday price includes the provision of our holiday confirmation in a digital format. Paper copies posted out will normally only be issued on request.

3. Minimum number of passengers

Our holidays are normally organised on the basis that a minimum number of persons will travel. If we receive insufficient bookings then we may cancel the Holiday. In this case we will notify you of this before the date of departure and where applicable will endeavour to offer an appropriate alternative date or destination or the option of a full refund. Day trips will be notified at least 7 days prior to departure and overnight/short breaks and holidays will be notified 4 weeks prior to departure.

4. Advertised Facilities

Some of the advertised facilities on our holidays (for instance leisure facilities) may attract a supplementary charge.

5. Changes to your holiday

There may be circumstances in which we have to change the details of your Holiday.

If the changes that we make are only minor, for instance an alteration to your seat numbers, then we will attempt to notify you of these changes as soon as possible and the Contract will continue in force. In the unusual event that we have to make a significant change to your Holiday (for example a change in resort, a notable deletion from the holiday itinerary, a change of departure or arrival date or a downgrade in the quality of accommodation offered to you) we will notify you as soon as possible.

If we make a significant change to the Holiday before your departure, you may cancel your Holiday by notifying us within 5 working days of receipt by you of our notification (or, in exceptional circumstances, within a shorter period of time if our notice to you so

requires). If you cancel your Holiday in accordance with this clause we will reimburse in full, the deposit and any other monies received from you in respect of the Holiday

6. Price Revision

MH Travel reserves the right to change advertised prices in any event. Advertised prices are correct at the time of publication or promotion, but may be subject to change at the company's discretion. Once you have booked with us, we may only change the price of your holiday in certain circumstances and under no circumstances will we change the price less than seven days before your holiday or break. More than seven days prior to your holiday or break we will only change the price of your booking to the extent of any increases in taxes, dues, fees, exchange rates or any changes to costs directly incurred by the company. MH Travel will always absorb the first 2% of any such cost increases. A price increase of more than 10% on your booking will automatically be considered a significant change and you may reserve the right to cancel your booking without penalty.

7. Cancellation by you

You may cancel the Holiday in accordance with clause 5 if we make a significant change to your Holiday. In all other circumstances if you cancel your holiday then the following cancellation charges will apply:

Number of days before departure	Cancellation charge
42 days +	Loss of deposit
31 to 41 days	30% of total holiday price
22 to 30 days	50% of total holiday price
8 to 21 days	75% of total holiday price
7 days or less	100% of total holiday price

8. Transferring your holiday

If, for circumstances beyond your control (for example if you are unfit to travel due to illness or you are called for jury service) you are unable to go on the Holiday, you may transfer your Holiday to another person provided you notify us as soon as possible and at least 7 days before departure.

We shall be entitled to charge a £10 administrative charge and to charge you for any other additional costs incurred by us as a result of the transfer of the Holiday.

Both you and the person to whom you transfer the Holiday will be liable to us for proper performance of this Contract.

If you wish to change any other details of your Holiday (for example the point at which you join) we will endeavour to meet your requirements as far as possible. However, we reserve the right to charge a £10 administration charge and to charge you for any other costs which we may incur as a result of your change.

9. Circumstances beyond our control

We shall not be liable for any delay in performing any of our obligations under this Contract where the delay is due to circumstances beyond our control. Examples of circumstances beyond our control are pandemics, force majeure, industrial unrest and extreme weather. However, if any of our suppliers or agents let us down, this will not be treated as being a cause beyond our control.

10. Event Cancellation

Where the customer has purchased coach travel - If you are due to travel, or are travelling, with a valid ticket on a MH Travel vehicle to a 'special event' - primarily a festival, concert, theatre show or sporting event, we cannot take responsibility whatsoever as a result of any change/omissions to the event or failure of the event to take place as advertised. Our responsibility is to provide you with the travel service to and from the event only.

Where the Customer has purchased an Event Entry ticket **and** a coach travel ticket they enter into an agreement and accept the terms and conditions with MH Travel in relation to the travel service only, and accept the terms and conditions of the special event Owner/Promoter for the Event Entry ticket. Any liability in regards to the event is held by the special event Owner/Promoter.

11. Refunds

These refund terms and conditions apply to a travel ticket and an Event Entry ticket whether sold individually or as part of the same transaction. The travel ticket is subject to MH Travel terms and conditions. When purchasing an Event Entry ticket through MH Travel the Customer accepts the terms and conditions of the Event Owner – it is the customer's responsibility to ensure they have read and understand these terms and conditions. We recommend all passengers obtain appropriate event insurance.

11. Holiday Insurance

For travel anywhere within the UK we strongly recommend you take out insurance. Consistent with all travel insurance policies when you take out our holiday insurance you must declare any reason, medical or otherwise which may influence the insurers' decision in accepting you for cover. The company advises all customers to insure themselves against losses not covered by insurance policies required by law in these circumstances. This should cover, but is not limited to, losses arising from delay, adverse weather, force majeure, illness, mechanical failure, loss or damage to luggage and the actions of any persons or Company not party to this agreement such as the providers of

events tickets or other transport providers. MH Travel cannot be held responsible for costs arising from a failure to take out adequate holiday insurance cover.

12. Our Liability and Responsibility to you

We take every care to ensure that your Holiday will be as enjoyable and as safe as possible. If anything goes wrong with your Holiday that is directly our fault then we accept responsibility to compensate you. We also accept responsibility to compensate you if it is the fault of our staff or anyone else providing the Holiday to you and this may include the hotel owner and ferry operator.

We have Public Liability Insurance arranged through ERS

13. Delays and/or Breakdown

MH Travel gives advice on journey time in good faith but does not guarantee the completion of any journey in any specific time and will not be liable for loss, delay or inconvenience caused by the actual time of the journey. The Company cannot be held liable for any inconvenience or loss incurred caused for any reason, including breakdown or unforeseen delay be that en-route to pick up the customer or en-route to the booking destination as a result. Furthermore, under the circumstances of traffic or road accidents, adverse weather conditions, compliance with police, customs or other government officials delaying the Driver picking up the client at the agreed time, the company will not be liable for loss, delay or inconvenience caused. Should there be a breakdown of the MH Travel vehicle, the company will be responsible for finding alternative travel to the destination at no extra cost to the customer

13. Conduct of Passengers

The Driver is responsible for the safety of the vehicle. Smoking/Vaping and the consumption of alcohol and/or illegal drugs is not permitted on the coach . Any serious breach of our rules and regulations or unreasonable conduct by you will entitle us to refuse a booking or exclude you from the remainder of the Holiday and you will be responsible for your own costs and ours. If any damage occurs, then the passenger is responsible for all costs relating to the repair and may be liable to prosecution. Fitness to travel - Your booking is accepted on the basis that you have told us about any disability you suffer and any reason that it could make it unwise for you to travel.

14. Special Requests

If you have any special requests for any services not included in the holiday price or mentioned in the holiday description (such as low floor or dietary requirements), you must notify us at the time of booking, or as soon as possible afterwards. We will do our best to accommodate your request but they cannot be guaranteed. The carriage of wheelchairs will normally be accepted, but may be limited on certain holidays. Requests for carriage of motorised scooters/wheelchairs will be considered, depending on the weight of the equipment and the space available

15. Replacement vehicles

The Company reserves the right to substitute other vehicles (including those of other Operators) or ancillary facilities for all or part of the journey (subject to such substitutes being of similar quality) should there be any issue with the MH Travel vehicle. Due to reasons of emergency, vehicle unavailability, or other reason, the Company will take all reasonable measures to provide a replacement or alternative solution. If this is not possible, the Company retains the right to return all monies paid and, without liability, cancel the booking providing the Customer with as much notice as possible

16. Complaints

If you have any complaints during the Holiday it is essential that you notify the supplier of the service and you must tell the hotel representative or coach driver as soon as possible. Your representative or driver will try to resolve the problem for you. If it has not been possible to resolve your complaint you should contact us by email explaining what your complaint is about within 21 days after the Holiday. Except in respect of death or injury caused by negligence, we regret that we cannot accept liability for any claims which you do not notify to us within 21 days

17. Law

This Agreement is subject to the laws and courts of England and Wales.