

Day Tips and Holidays

Frequently Asked Questions

How do I use my online Masons account?

Please go to <https://bookings.masonscoachhire.co.uk/> to log in or set up your account.

If you have an email address already in the Masons system, ask to reset your password if you don't already know it.

Otherwise register your account using your email and a password you will be prompted to set.

What can I do in my account?

Book, pay for and review your trips/holidays.

Change your address/contact details/email etc.

Reset your password.

Can I reserve particular seats?

You can make seating requests and we will do our best to accommodate them, however they may not always be available due to operational issues, or if required for those with impaired mobility or other requirements.

Do you charge extra for the front seats?

No, we don't, but as above we cannot guarantee your request.

I have a seat request.

When booking online, under 'passenger details' you can add a note under Special Needs.

I've booked on my own account but would like to sit with my friend.

When booking online, under 'passenger details' you can add a note under Special Needs.

I have a mobility issue.

When booking online it will ask this question and about your mobility needs.

I don't seem to have had my invoice/confirmation email.

Please do check your spam/junk email in the first instance; if you still do not see it please email the office info@masonscoachhire.co.uk so that we can check we have the correct email in the system and resend if necessary.

I've had a final confirmation email but cannot see the pickup time.

Please open the attachment, this is where you will see your pickup time and departure point.

I can't find my confirmation; how can I check the pickup time?

Once pickup times have been published (usually around three weeks prior to the trip) you can check on the bookings website. Go to <https://bookings.masonscoachhire.co.uk/> and use the search bar to bring up the trip; next go to view now, pick up points and then view the time for your pickup point.

How do I pay my trip/holiday balance?

To pay a balance please use our online booking service, or make a BACS payment to Sort Code 53-70- 11, Account Number 72715510 (please use your invoice number as the reference). You can also pay by phone on 01296 661604

I need to change my pickup point to another stop.

Please wherever possible email info@masonscoachhire.co.uk and the office will make the change for you and confirm.

I've paid my final balance but now need to cancel, can I have a refund or credit on my account?

Due to our terms and conditions, which are available here for Day Trips <https://bookings.masonscoachhire.co.uk/Day-Trips> and here for Holidays <https://bookings.masonscoachhire.co.uk/Holidays> (or by request from the office), we do not provide refunds.

However, we will aim to sell on the spaces, and you are able to offer the spaces to others and inform us of the change of names. If we sell on the spaces, we will then offer a credit/refund.

A trip I would like to go on doesn't have my pickup point on, because it's a fast track or not the date I would like to travel.

You are more than welcome to use another pick up point. See below for information on car parking options (prices valid at time of publication):

Tring – Forge Car Park, HP23 5AG/£2.40 all day/Monday to Sunday, including public holidays, 8am to 6pm – For Brook Street pickup.

Hemel Hempstead, Gadebridge Park, HP1 3FA – Free Parking all day/every day – For Gadebridge Park pickup

Leighton Buzzard – Duncombe Drive Car Park, LU7 1SD – Chargeable, hours are 8am to 6pm, Monday, Wednesday, Thursday, Friday. 8am to 1pm; Tuesday & Saturday - £7.00 all day – Sundays and bank holidays are free. For The Sun Public House pickup (opposite Morrisons).

Berkhamsted – Lower Kings Road Multi Storey, HP4 2AB – Long Stay (10 hours) £4.00 - Open from 7am to 1am daily (floors 4, 5, 6 & 7 are long stay, with floors 6 & 7 closed at 10pm and are weekend only) – charges apply Monday to Sunday, including public holidays, 8am to 6pm – For Berkhamsted High Street Pickups

For Northchurch, Pitstone, and Cheddington you can usually find on-street parking.

Can I be picked up/dropped off outside my house?

We aim to keep our routes to a minimum amount of time for everyone's comfort and therefore would not normally make additional stops, and will not go off route.

Where can I find more information on a trip I wish to book, am interested in?

There is lots of information on our booking website – including what's included on a particular trip, accessibility information and much more.

<https://bookings.masonscoachhire.co.uk/>