

## **Day Tips and Holidays – Frequently Asked Questions – Updated 14/11/2022**

**Please note Terms & Conditions have had an update since the printing of the 2023 Brochure.**

**Please see these at <https://www.masonscoachhire.co.uk/terms-conditions> or request a copy by email to [info@masonscoachhire.co.uk](mailto:info@masonscoachhire.co.uk) before continuing with a booking.**

**As of November 2022, deposit payment terms are only available when booking online or at the 2023 open day.**

**If booking by phone, full payment will be required at time of booking.**

**Balance payments will need to be made online or by BACS transfer, quoting your booking reference. Sort Code 53-70- 11, Account Number 72715510**

### **A trip price or date says To Be Confirmed.**

In this instance a deposit payment can be made, and an update will be sent out when we have received confirmation from the venue of the date and price.

### **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.

### **I'm booking on a group of people.**

Groups of up to nine can be made on your online account, if your group is 9+, please email the office for further information.

**Can I reserve particular seats?****As per our Terms and Conditions**

Requests for particular seats on the coach can be made when booking and we will do our best to accommodate these requests, but allocations are made on a first come first served basis, dependent upon customer mobility. We reserve the right to change your seat and allocate you a different one for operational reasons. On single bookings, we reserve the right to alter your seating to maximize the seating available. We accept no liability in the event of any such change.

**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 and can be added to Special 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](mailto: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).

### **I need to change my pickup point to another stop.**

Please wherever possible email [info@masonscoachhire.co.uk](mailto: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.

**Cancellations should be sent in writing to [info@masonscoachhire.co.uk](mailto:info@masonscoachhire.co.uk)**

### **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/>