

# *Masons*

Where Great Journeys Begin



*2024 Day Excursions & Holidays*



### Financial Security Statement for Holidays

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore, you will benefit from all rights applying to packages; Masons Minibus & Coach Hire Ltd will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Masons Minibus & Coach Hire Ltd have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that they become insolvent.

Masons Minibus & Coach Hire Ltd are members of the Bonded Coach Holiday Group, overseen by The Association of Bonded Travel Organisers Trust Limited. This is a government approved consumer protection scheme. This ensures that in relation to the coach package holidays described in this brochure (or website) that a Bond, which may be called upon in the unlikely event of the members Insolvency, protects the clients' monies.

Clients are recommended to inspect the current membership certificate at our registered office or alternatively go to <https://www.abtot.com/bch-abtot-members-directory/> or telephone 020 7065 5311 to confirm current membership.

Your attention is also drawn to the Bonded Coach Holiday Group Trading Charter that will apply to these coach package holidays.

Details of the Package Travel and Linked Travel Arrangements Regulations 2018 can be found at The Package Travel and Linked Travel Arrangements Regulations 2018 ([legislation.gov.uk](http://legislation.gov.uk))

## *Welcome to another year of adventure with Masons, Where Great Journeys Begin!*

We have a range of days out with something to suit everyone, garden visits, coastal days, historic properties and shows.

Our holidays include your travel, excursions, hotel accommodation and meals as stated.

We hope that we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make minor changes.

We reserve the right to do this at any time.

Single rooms are extremely popular, so we recommend booking early. Single supplements are set by each individual hotel so can vary in price range.

For information on accessibility for hotels please see our website or call the office. Some hotels may be older buildings and may have limited step free access or accessible bathrooms for example.

Please let us know at time of booking any access needs, we will work with the hotel but cannot guarantee requests.

We are members of the Bonded Coach Holiday Scheme, a consumer protection scheme approved by the Government to safeguard your money on package holidays in the UK and abroad.

We do not provide travel insurance but would recommend this to you.

We have a courier on board our day trips and holidays, their role is to ensure you are well looked after and that your day runs smoothly.

We serve hot and cold drinks and snacks on board and our friendly couriers can answer your questions about our trips and holidays.

## Online Booking, in the online portal you can:

- Browse our range of trips using categories of interest or selecting date ranges.
- See new trips as they are added during the year.
- Book and pay online.
- Select your seats.
- View and pay balances.
- Request copies of the brochure.

Head to our website <https://bookings.masonscoachhire.co.uk/>

Existing Customers: If you are an existing customer, click login, use the email address we normally correspond with you on and hit 'forgotten password', you will then be able to set your own password.

New Customers Register for an account using your chosen email address and password.

Online deposits are £10.pp for day trips and £50.pp for holidays  
(there may be exceptions as described on the trip overview)

## Booking by phone?

Call 01296 661604 and our friendly office team will help you.

Day trip payments in full at time of booking and holidays £50.pp deposit.

Terms & Conditions can be found at the back of this brochure or online at <https://bookings.masonscoachhire.co.uk/>

## Seating Plan

Requests for particular seats can be made online or by phone, from those available at the time of booking.

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.



# *Meet The Fleet*

Our luxury coaches come with:

- Extra comfort with upgraded padded seating and foot rests.
- Reclining seats with adjustable arm rests
- Ample leg room and foot rests.
- USB charging points.
- Toilets on board every coach.



## Timetable

Our timetables are unique, bookings are taken throughout the year, and we release the pickup times around a month before departure. This allows us to ensure our pickup routes are kept to a minimum and our days run to time.

Brochure times are a guideline at time of brochure print and will be confirmed in your final confirmation.

On some trips we run Fast Track pickups, typically on coastal trips or those of some distance, this shortens the pickup route and gets you to the destination in good time. The trip will show which route is in use.

Fast Track 1 – Leighton Buzzard West Street – Tring Brook Street – Hemel Hempstead Gadebridge Park

Fast Track 2- Aylesbury Exchange Street - Leighton Buzzard West Street - Hemel Hempstead Gadebridge Park

For holidays you can use any of our pickup points available.

Door to Door service can be requested for our holidays where you are unable to use one of our pickup points. We use local taxi services and only charge you what they charge us.

## Pick up Points

**A****Leighton Buzzard**

- Greenfields
- West Street

- Morrisons
- Tesco

**B****Hemel Hempstead**

- Gadebridge Park & Ride

- Bridge Street

**C****Villages**

- Pitstone, Marsworth Road Bus Stop

- Cheddington, The Green

**D****Tring**

- Brook Street

- Newmill

**E****Northchurch/Berkhamsted**

- Berkhamsted High Street

- Durrants Lane
- Darrs Lane

**F****Aylesbury**

- Aston Clinton
- Aylesbury

- Bedgrove

**Fast Track 1****Leighton Buzzard** - West Street**Tring** - Brook Street**Hemel Hempstead** - Gadebridge Park**Fast Track 2****Aylesbury** - Exchange Street**Tring** - Brook Street**Hemel Hempstead** - Gadebridge Park

The order of our pickups may vary but the routes are a guide as to which pickups are available.

## How to keep up to date with new trips

We often add new trips throughout the year, so as well as the brochure do look at our website, as this is always up to date:

[bookings.masonscoachhire.co.uk/](https://bookings.masonscoachhire.co.uk/)

We also send out emails and WhatsApp messages, so do keep us updated with your contact details so you don't miss out.

You can find us on Facebook, Twitter, and Instagram



Give the gift of travel.

Gift Vouchers, the perfect gift for those who like to be out and about.

### Buy online

[bookings.masonscoachhire.co.uk/Gift-Vouchers](https://bookings.masonscoachhire.co.uk/Gift-Vouchers) or call the office on 01296 661604



## *European Day Trips*

### Date & Prices to be Confirmed

#### Bruges, Belgium, April

Picturesque, cobbled lanes and dreamy canals link market squares lined with soaring towers, historical churches, and lane after lane of old whitewashed alms-houses. Soak in the atmosphere whilst enjoying some local cuisine.

#### Ypres, Belgium, May

We will visit Tyne Cot Cemetery, burial & memorial ground of Commonwealth soldiers of the First World War, before taking you into Ypres where you have free time to explore. We will observe the Last Post Ceremony at the Menin Gate at 8:00pm before starting our return journey.

#### Le Touquet & Hypermarket, France - September

Wander the town with its wide range of shops, restaurants & bars or relax at the waterfront with its golden sand beach. We'll visit the Hypermarket before the return journey so you can stock up on some treats to take home.

As LeShuttle does not release its timetable until almost the end of the year, we will confirm dates once we receive.

You can register your interest to the office via email or phone call.

Current Passport required and starting from 2024, UK passport holders will be required to have a travel authorisation to enter most European countries.

The scheme is not open to date, but you can find out about it at

[https://travel-europe.europa.eu/etias\\_en](https://travel-europe.europa.eu/etias_en)

# *Days Out*



## Panto

Thursday 18<sup>th</sup> January

Per Person: £80.00

Join us for the Brick Lane Panto, Peter and the Loose Boys. Over 18s only due to some content! Afternoon tea included.

Arrival: 13:00 | Departure: 16:30

A B C D E



## London Museums

Thursday 15<sup>th</sup> February

Per Person: £23.00  
Child: £21.00

We drop you in Kensington for the museums, you choose where to visit, general entry is free but some exhibitions have a cost.

It's recommended to check the websites and book in advance to avoid queuing.

Arrival: 11:00 | Departure: 16:30

A B C D E

## London Tour & Fish & Chips

Tuesday 23<sup>rd</sup> January

Per Person: £36.50

Sit back & enjoy the sights of London followed by Fish & Chips at Kennedys Goswell Rd.

Arrival: 13:00 | Departure: 16:30

B C D E F



## Kew Orchid Festival

February TBC

Per Person: £40.00  
Travel Only: £24.00

2024s theme will be Mozambique, sure to be a stunning display, plus the rest of the wonderful gardens and hot houses to explore.

Arrival: 11:30 | Departure: 16:00

A B C D E F



## Ickworth Snow Drops & Bury St Edmunds

Tuesday 6<sup>th</sup> February

Per Person: £37.00  
NT Member: £27.00

We'll spend some time admiring the seasonal Snowdrops at Ickworth and then have leisure time in lovely Bury St Edmunds.

Arrival: 11:30 | Departure: 16:30

A B C D E

## Eltham Palace

Wednesday 6<sup>th</sup> March

Per Person: £37.00  
English Heritage Member: £24.00

Medieval palace, Tudor royal residence, then in the 1930s Eltham was transformed by eccentric millionaires Stephen & Virginia Courtauld. Get a taste of their extravagant lifestyle as you explore their unusual home.

Arrival: 11:00 | Departure: 17:00

B C D E F

## Thriplow Daffodils

Sunday 17<sup>th</sup> March

Per Person: £29.00

Child: £26.00

In 2023 this community run event raised over £70,000 for charities.

Stalls, entertainment, food and drink & a host of daffodils to be enjoyed.

Arrival: 11:30 | Departure: 16:30

A B C D E F



## New Forest Tour & Lunch

March TBC

Enjoy a 2-course lunch & see the sights of this lovely area with a Blue Badge tour guide.

Arrival: 10:30 | Departure: 16:30

Fast Track 2

Per Person: £64.00



## ABBA Voyage

Monday 25<sup>th</sup> March

Per Person: £93.00

Payment at time of booking required.

Blending cutting edge technology, spectacular lighting, and some of the most beloved songs ever written, ABBA take to the stage in a whole new way.

One of the most popular groups in history appear as digital avatars in a 'ground breaking' concert that 'needs to be seen to be believed'.

Arrival: 18:00 | Departure: 21:30

A B C D E

## Burghley House & Stamford

Tuesday 26<sup>th</sup> March

Per Person: £40.00

Time in Stamford for a wander & refreshments before enjoying a self-guided tour of this historic property & gardens.

Arrival: 11:00 | Departure: 17:00

Fast Track 1

## Rutland Belle Cruise with Cream Tea

Wednesday 3<sup>rd</sup> April

Per Person: £50.00

A stop in the historic market town of Huntingdon then onto the Rutland Belle for an afternoon sail while enjoying a cream tea and the scenery.

Arrival: 11:30 | Departure: 16:00

A B C D E

## RHS Garden Hyde Hall with guided tour

Thursday 18<sup>th</sup> April

Per Person: £40.00

RHS Member: £30.00

RHS Garden Hyde Hall is packed with dramatic colour, texture and wonder. We will have a guided tour and then time to explore.

Arrival: 11:30 | Departure: 16:30

A B C D E



## Cowper & Newton Museum and Olney

Per Person: £29.00

Tuesday 23<sup>rd</sup> April

Once home to poet William Cowper & his friend John Newton, who wrote the hymn Amazing Grace. A 30 minute introductory talk before exploring the museum followed by leisure time in Olney.

Arrival: 11:30 | Departure: 16:30

**B C D E F**

## Cambridge Leisure Day

Per Person: £25.00

Tuesday 30<sup>th</sup> April

The picturesque city is known for its rich history, punting and the university, it also has museums, beautiful green spaces, a booming shopping scene and plenty of places to wine and dine.

Arrival: 11:30 | Departure: 17:00

**B C D E F**



## Margate

Per Person: £28.00

Child: £25.00

Saturday 4<sup>th</sup> May

In Margate, seaside kitsch is uber-cool. Visit and celebrate age-old resort-town traditions, sandy beaches, fish n' chips, seafood stalls and shore-side rides, all with a hip new twist.

Arrival: 11:30 | Departure: 17:00

**Fast Track 1**



## Call the Midwife Tour -Chatham Dockyard

Dockyard: £40.00

With Tour: £48.00

Thursday 25<sup>th</sup> April

A Call the Midwife 60- minute guided tour & entry to CTMW gallery.

Free leisure time to explore all the dockyard has to offer.

Arrival: 11:30 | Departure: 17:00

**A B C D E**



## Hunstanton

Per Person: £28.00

Child: £25.00

Sunday 5<sup>th</sup> May

Hunstanton maintains its Victorian charm and character, a beautiful beach & tranquil Esplanade Gardens will give you a relaxing day.

Arrival: 11:30 | Departure: 17:00

**Fast Track 2**

## Leeds Castle

Tuesday 7<sup>th</sup> May

Per Person: £46.00

Explore the castle and beautiful gardens & grounds, watch a bird of prey flying display & check out the Dog Collar Museum!

Arrival: 11:00 | Departure: 17:00

**B C D E F**

## Beth Chatto Gardens

Wednesday 15<sup>th</sup> May

Per Person: £36.00

Beth transformed desolate wasteland that was deemed unfit for fruit farming into a series of gardens. Each garden within the garden has become an example of working with nature to find the right plants for the right place.

Arrival: 11:30 | Departure: 16:30

**Fast Track 1**



## Broadstairs

Saturday 18<sup>th</sup> May

Per Person: £28.00

Child: £25.00

A charming seaside resort on the Kent coast, in Broadstairs you'll find fishermen's cottages, clifftop walks and independent shops lining unspoilt streets.

Arrival: 11:30 | Departure: 17:00

**Fast Track 1**

## Heritage Bus Rally, Buckinghamshire Railway Centre

Monday 27<sup>th</sup> May

Per Person: £35.50

Child: £25.50

Vintage heritage buses, steam train rides, watch the model railway, visit the large railway museum and visitor centre and wander around 25-acres of heritage railway with lots to see and do all around!

Arrival: 11:30 | Departure: 17:00

**A B C D E**

## Southend on Sea

Wednesday 29<sup>th</sup> May

Per Person: £25.00

Child: £21.00

Enjoy a seaside day, there's plenty to see and do in, hopefully sunny, Southend.

Arrival: 11:30 | Departure: 17:00

**A B C D E**

## Swanage

Sunday 2<sup>nd</sup> June

Per Person: £28.00

Child: £25.00

A charming seaside town with sandy beaches and clear waters.

Arrival: 11:30 | Departure: 17:00

**Fast Track 1**



## Lacock Abbey

Thursday 6<sup>th</sup> June

Per Person: £44.00

NT Member: £26.00

Enjoy a visit to the house, garden & the Fox Talbot museum & wonder the village streets lined with timber-framed houses and independent shops.

Arrival: 11:30 | Departure: 14:30

**A B C D E**

### East Wittering

Saturday 8<sup>th</sup> June

Per Person: £28.00

Child: £25.00

A family friendly beach with cafes, pubs, and facilities in the adjoining village.

Arrival: 11:30 | Departure: 17:00

Fast Track 2

### Brighton Leisure Day or with Royal Pavilion

Thursday 13<sup>th</sup> June

Adult Pavilion Incl: £47.00

Child Pavilion Incl: £36.00

Adult Travel Only: £27.00

Child Travel Only: £23.00

Enjoy a day in buzzing Brighton, there's the option to visit the magnificent Royal Pavilion with its flamboyant architecture and interiors.

Arrival: 11:30 | Departure: 17:00

A B C D E

### Whitstable

Saturday 15<sup>th</sup> June

Per Person: £28.00

Child: £25.00

Whitstable's things to do and see include a working harbour, a wonderful selection of independent stores & great eateries serving the freshest of fish.

Arrival: 11:30 | Departure: 17:00

Fast Track 2

### Royal Ascot

Wednesday 19<sup>th</sup> June

Per Person: TBC

A day to dress to impress and enjoy with family and friends.

Enjoy the Ascot atmosphere with a thrilling day at the races.

Will you finish the day a winner?

Arrival: 12:00 | Departure: 18:45

A B C D E

### Blenheim Palace Flower Show

Friday 21<sup>st</sup> June

Per Person: £48.00

Glorious flowers in the grounds, a range of stalls and palace entry will make a grand day out.

Arrival: 11:30 | Departure: 17:00

B C D E F

### Great Yarmouth

Sunday 23<sup>rd</sup> June

Per Person: £28.00

Child: £25.00

The fun starts on the Golden Mile, with more than a mile of enjoyment and laughter to be had between the two traditional seaside piers.

Arrival: 11:30 | Departure: 17:00

Fast Track 2

### Battersea Power Station

Tuesday 25<sup>th</sup> June

Per Person: £25.00

The iconic Grade II\* listed Battersea Power Station is now London's most exciting new shopping and leisure destination!

A blend of shops, bars, restaurants, entertainment venues, parks and historical spaces.

Arrival: 11:30 | Departure: 17:30

A B C D E



## National Arboretum Armed Forces Day

Per Person: £34.00

June TBC

The National Arboretum honours those who have served and sacrificed, a year-round space to celebrate lives lived and commemorate lives lost.

Arrival: 11.30 | Departure: 16.30

Fast Track 1

## RHS Wisley

Thursday 4<sup>th</sup> July

Per Person: £41.00

RHS Member: £26.00

Spanning 240 acres, RHS Garden Wisley is both the historic home of RHS and a glorious garden of the future, thanks to a planet-friendly research centre. Our visit includes a guided tour of the gardens.

Arrival: 11.00 | Departure: 16.30

A B C D E



## Southwold

Saturday 6<sup>th</sup> July

Per Person: £28.00

Child: £25.00

Enjoy a day in picturesque Southwold, beach, pier, a range of independent shops and the Adnams brewery all at your fingertips.

Arrival: 11:30 | Departure: 17:00

Fast Track1

## Adam Henson's Cotswold Farm Park

Thursday 11<sup>th</sup> July

Per Person: £58.00

Experience an all-inclusive day out at the Farm Park including a heritage talk and afternoon tea.

Arrival: 11.30 | Departure: 16.30

B C D E F

## Hastings

Saturday 13<sup>th</sup> July

Per Person: £28.00

Child: £25.00

The three mile seafront stretches from the fishing fleet at the eastern end to the pier, the double decker promenade and through to Grosvenor Gardens.

Arrival: 11.30 | Departure: 17.00

Fast Track 1

## Portsmouth

Sunday 14<sup>th</sup> July

Per Person: £28.00

Child: £25.00

Portsmouth is the Great Waterfront City, packed with world-class attractions, there's so much to see and do.

Arrival: 11.30 | Departure: 17.00

Fast Track 2

## Lullingstone Castle & The World Garden

Wednesday 17<sup>th</sup> July

Per Person: £41.00

Lullingstone Castle is one of England's oldest family estates, dating back to the time of Domesday.

The World Garden combines plant heritage with cutting-edge horticulture. Our visit includes castle & garden tour.

Arrival: 11.30 | Departure: 16.30

A B C D E



## Bognor Regis

Saturday 3<sup>rd</sup> August

Per Person: £28.00

Child: £25.00

A traditional seaside resort with a bustling town centre within walking distance of the seafront.

The Promenade train is a great way to let the train take the strain, as you take in the views.

Arrival: 11:30 | Departure: 17.00

Fast Track 2

## Felixstowe

Sunday 28<sup>th</sup> July

Per Person: £28.00

Child: £25.00

Experience traditional seaside amusements, a stroll along the promenade, plus a wealth of historical heritage.

Arrival: 11:30 | Departure: 17.00

Fast Track 1

## Batemans - home of Rudyard Kipling

Thursday 8<sup>th</sup> August

Per Person: £40.00

NT Member: £25.00

A 17th-century house, set in the landscape of the Sussex Weald, home of Rudyard Kipling, author of The Jungle Book.

Arrival: 11:30 | Departure: 16.00

A B C D E



## St Leonards-on-Sea

Saturday 10<sup>th</sup> August

Per Person: £28.00

Child: £25.00

Picture-perfect seaside views are the backdrop for excellent restaurants, brilliant boutiques and a creative art scene.

Arrival: 11:30 | Departure: 17.00

Fast Track 1

## Horniman Museum & Gardens

Tuesday 30<sup>th</sup> July

Per Person: £38.00

The Horniman has world-class collections, discover information about world cultures, music, different species and the natural environment.

Entrance to museum, aquarium & butterfly house.

Arrival: 11:30 | Departure: 16.30

A B C D E

## Lymington

Tuesday 13<sup>th</sup> August

Per Person: £28.00

Child: £25.00

A colourful coastal town with an ancient seaport with a rich maritime history.

Arrival: 11:30 | Departure: 17.00

Fast Track 2

## Eastbourne International Air Show

Per Person: £28.00  
Child: £25.00

August TBC

Watch from prime position on the seafront at the frontline of all the flying action.

Arrival: 11:30 | Departure: 17:00

Fast Track 2

## Nene Valley Railway & Peterborough Leisure Time

Per Person: £44.00

Thursday 22<sup>nd</sup> August

Enjoy a heritage train ride with leisure time in Peterborough.

Arrival: 11.30 | Departure: 16.30

A B C D E



## Walton on the Naze

Sunday 25<sup>th</sup> August

Relax on the beach, wander the pier and breath in the sea air.

Arrival: 11:30 | Departure: 17:00

Fast Track 1

Per Person: £28.00  
Child: £25.00

## Clacton Airshow

August TBC

Enjoy the thrills as a range of aircraft take to the skies over the beach front.

Arrival: 11:30 | Departure: 17:00

Fast Track 1

Per Person: £28.00  
Child: £25.00

## Bournemouth Air Festival

September TBC

As well as a range of planes in the air there will be events on land and sea, a full day out with plenty to see and do.

Arrival: 11:30 | Departure: 17:00

Fast Track 2

Per Person: £28.00  
Child: £25.00

## Salute to the 40s - Chatham Dockyard

Saturday 14<sup>th</sup> September

Get ready to reminisce and feel nostalgic to the glamorous days of the 1940s. Living history, live music, vintage vehicles & so much more.

Arrival: 11.30 | Departure: 17.00

B C D E F

Per Person: £41.00  
Child: £35.50  
(5-15 Years)

## Buckingham Palace, State Rooms & Gardens

Monday 16<sup>th</sup> September

Enjoy a Royal day out, explore the magnificent State Rooms, exhibition in the Queens Gallery & the Royal Mews.

Arrival: 11.30 | Departure: 17.30

A B C D E

Per Person: £80.00



## Countess of Evesham with Lunch & Stratford Upon Avon

Per Person: £52.00

Thursday 19<sup>th</sup> September

Enjoy the peace, tranquillity and enchanting views cruising some of the most delightful stretches of the gently flowing River Avon whilst enjoying lunch. With some leisure time in Stratford Upon Avon after the cruise.

Arrival: 11.30 | Departure: 17.00

A B C D E

## Epping & Ongar Railway with Fish & Chips

Per Person: £53.00

September TBC

Step back in time and experience the romance of travel in bygone times as you pass through picturesque countryside, beautiful forest and historic towns. A fish and chip lunch will be served at Ongar.

Arrival: 11.30 | Departure: 17.00

A B C D E



## Banbury Market & Sulgrave Manor

Per Person: £42.00

Thursday 3<sup>rd</sup> October

We start our day in Banbury on market day before visiting Sulgrave Manor, ancestral home of George Washington.

Arrival: 11.30 | Departure: 16.30

A B C D E



## RAF Hendon

Saturday 12<sup>th</sup> October

Per Person: £22.00

Child: £18.00

Explore the history of the Royal Air Force, past, present and future, and the stories of its people.

Arrival: 11.30 | Departure: 16.00

B C D E F



## Bury St Edmunds Leisure Day

Per Person: £23.00

Wednesday 16<sup>th</sup> October

Enjoy a day at leisure, taking in the history, exploring the Abbey gardens, and checking out the independent shops, cafes and restaurants.

Arrival: 12.00 | Departure: 16.30

Fast Track 1

## Osterley House & Gardens

Per Person: £40.00

NT Member: £25.00

Thursday 24<sup>th</sup> October

The interior of Osterley House is one of the finest and most complete by Robert Adam still in existence. See the luxurious state apartments, modest family rooms and the formal gardens & grounds.

Arrival: 11.30 | Departure: 16.30

B C D E F

## *Birmingham Christmas Market and Shopping*

**Saturday 16<sup>th</sup> November**

Per Person: **£25.00**

Enjoy a day of shopping at the Christmas Market & The Bull Ring, don't miss a visit to the world's biggest Primark.

Arrival: 11.00 | Departure: 17.00

**Fast Track 2**

## *Blenheim at Christmas House & Gardens*

**Thursday 21<sup>st</sup> November**

Per Person: **TBC**

Explore the palace rooms decorated for Christmas & the outdoor light trail at beautiful Blenheim Place.

Arrival: 13.00 | Departure: 20.00

**A B C D E**

## *Covent Garden for Christmas Shopping*

**Friday 29<sup>th</sup> November**

Per Person: **£24.00**

Enjoy a day's shopping & leisure in Covent Garden & surrounding areas at the start of the festive season.

Arrival: 11.00 | Departure: 16.30

**A B C D E**



## *Gloucester Quays Christmas Market*

**Saturday 30<sup>th</sup> November**

Per Person: **£27.00**

Child: **£24.00**

A fabulous place to shop, eat, drink & relax.

Arrival: 11.00 | Departure: 17.00

**Fast Track 1**

## *Brighton Christmas Market*

**Saturday 7<sup>th</sup> December**

Per Person: **£27.00**

Child: **£24.00**

Enjoy a day in Buzzing Brighton & a chance for Christmas shopping.

Arrival: 11.00 | Departure: 17.00

**A B C D E**

## *Winchester Cathedral Tour & Christmas Market*

**TBC**

Per Person: **£35.50**

Enjoy a tour of the Cathedral & then browse the Christmas market and surrounding areas.

Arrival: 11.30 | Departure: 17.00

**A B C D E**

## *Christmas at Kew*

**December TBC**

Per Person: **TBC**

Wrap up warm to enjoy the light trail through Kew Gardens, this will have you feeling festive.

Arrival: 11.00 | Departure: 17.00

**A B C D E F**

## *Christmas Carols Royal Albert Hall*

**December TBC**

Per Person: **TBC**

A Masons firm favourite, there's no better way to get into the Christmas spirit with carols in the sumptuous Royal Albert Hall.

Dress festively & bring your singing voice along.

Arrival: 13.00 | Departure: 17.30

**A B C D E F**

# *Holidays*



## *Potters Norfolk*

29<sup>th</sup> January - 2<sup>nd</sup> February (Mon-Fri)

Banish the Winter blues with an all-inclusive week at Potters. A range of activities are included from Segways, to archery to dance lessons.

And for the bowlers it's a chance to take part in a week of competition. In the evenings enjoy entertainment at its very best with the in-house band and performers.

### *Your Hotel for Potters Norfolk...*

**Potters - Hopton on Sea ★★★★★**

All Inclusive • Room Upgrades Available  
Excursions: Southwold • Norwich

Single: £538.00

Twin/Double: £538.00pp



# WARNER LEISURE HOTELS

## *Mystery Warners* 19<sup>th</sup> - 23<sup>rd</sup> February (Mon-Fri)

Join us for this Mystery Warners holiday. If you have been to Warners before you'll know there's a host of activities to take part in and fantastic evening entertainment and great food choices.

### *Your Hotel For Warners...*

Dinner, Bed & Breakfast  
Excursions: To Be Revealed

Single: £485.00

Twin/Double: £485.00pp

Signature Room: £510.00pp

### *Flanders & The Western Front* 8<sup>th</sup> - 11<sup>th</sup> March (Fri-Mon)

We will spend time in Ypres including for the Last Post evening ceremony and a day touring the Somme. Our hotel is situated in the centre of Mouscron close to the Grand Palace and bars and restaurants.

#### *Your Hotel For Flanders...*

Hotel Alize, Mouscron ★★★★★

Single: £540.00

Twin/Double: £450.00pp

Bed, Breakfast & Two Evening Meals

Excursions: Walking tour of Ypres • Tyne Cot Cemetery  
The Somme



### *All Features Great & Small* 1<sup>st</sup> - 5<sup>th</sup> April (Fri-Mon)

We're off to Yorkshire staying in gorgeous Harrogate, your hotel is in the antique quarter, with the pump room museum, Valley Gardens & Betty's Tea Room just moments away.

Great excursions should make this a fabulous time in this area of Outstanding Natural Beauty.

#### *Your Hotel For Harrogate...*

The Crown Hotel ★★★★★

Single: £500.00

Twin/Double: £500.00pp

Dinner, Bed & Breakfast

Excursions: Castle Howard • RHS Garden Harlow Carr • The World of James Herriot



## *Keukenhof & Amsterdam* 12<sup>th</sup> - 15<sup>th</sup> April (Fri-Mon)

We're off to The Netherlands for this short Spring break.

Enjoy a visit to Kuekenhof Gardens to see floral arrangements in a picture book setting, and then a day in wonderful Amsterdam.

### *Your Hotel For Utrecht...*

Van der Valk de Bilt ★★☆☆

Single: £720.00

Twin/Double: £530.00pp

Dinner, Bed & Breakfast

Excursions: Kuekenhof • Amsterdam

## *Ireland - Killarney & The Ring of Kerry* 19<sup>th</sup> - 25<sup>th</sup> May (Sun-Sat)

We're returning to Ireland for Killarney & The Ring of Kerry, unforgettable views of the McGillicuddy Reeks Mountains, the National Park and the breath-taking Dingle Peninsula are on the itinerary.

### *Your Hotel For Killarney...*

The Gleneagle Hotel ★★☆☆

Single: £1060.00

Twin/Double: £830.00pp

Dinner, Bed & Breakfast

Excursions: Ring of Kerry • Jaunting Car & Lake Cruise tour • Dingle





### *Five Lakes by Potters*

29<sup>th</sup> July - 2<sup>nd</sup> August (Mon-Fri)

Five Lakes is an adult only resort with a range of activities to take part in, including archery, rifle shooting, rowing on the lake & go karting.

If you're a golfer you can book to play.

Top notch entertainment and all-inclusive meals and drinks make this a fabulous Summer get away.

### *Your Hotel For Five Lakes...*

Five Lakes ★★☆☆

All Inclusive

Excursions: Colchester • Mersea Island

Single: £775.00

Twin/Double from: £681.00

### *Northumberland* 16<sup>th</sup> - 21<sup>st</sup> June (Sun-Fri)

We're very happy to be heading back to the Swan, situated in the centre of Alnwick, it's a comfortable hotel with lovely food and a great base for our excursions.

### *Your Hotel For Northumberland...*

Single: £838.00

Twin/Double: £620.00pp

White Swan Hotel ★★☆☆

Dinner Bed & Breakfast

Excursions: Holy Island • Seaton Delval Hall & Gardens • Beamish



## *Isle of Wight* 12<sup>th</sup> - 16<sup>th</sup> August (Mon-Fri)

A luxurious coastal hotel with views over the Solent.

You can take part in a range of activities, enjoy the pool or just relax with the view & in the evening enjoy live entertainment.

### *Your Hotel For Isle of Wight...*

**Warners Bembridge Coast** ★★ ★

Single: £571.00

Twin/Double: £571.00pp

Signature Room: £631.00pp

Dinner, Bed & Breakfast

Excursions: Ryde • IOW Steam Train • Yarmouth & The Needles



## *The Lake District* 9<sup>th</sup> - 13<sup>th</sup> September (Mon-Fri)

The Lake District, with water and railway excursions in the itinerary what a wonderful way to see the stunning scenery.

### *Your Hotel For The Lake District...*

**Riverside Hotel** ★★ ★

Single: £688.00

Twin/Double: £545.00pp

Dinner, Bed & Breakfast

Excursions: Tour and tasting at The Lakes Distillery Company  
Haverthwaite Railway • Windermere Lake Cruise



## *Blackpool* 21<sup>st</sup> - 25<sup>th</sup> October (Mon-Fri)

You spoke, we listened, this time it's 4 nights.

Positioned on Blackpool's beautiful seafront just a fifteen-minute walk from Blackpool Tower, The Imperial is the perfect retreat for your holiday.

Close to the lights and activities Blackpool has to offer.

### *Your Hotel For Blackpool...*

**The Imperial ★★★★★**

Single: £571.00

Twin/Double: £460.00pp

Dinner, Bed & Breakfast

Excursions: Coach tour of lights • Lytham St Annes

## *Liverpool Weekend* 27<sup>th</sup> - 29<sup>th</sup> September (Fri-Sun)

Enjoy a two night stay in lively Liverpool with free time to see some of the areas sights and venues.

An afternoon tea cruise is included on the Saturday.

### *Your Hotel For Liverpool...*

**Mecure Atlantic Hotel ★★★★★**

Single: £463.00

Twin/Double: £330.00pp

Dinner, Bed & Breakfast

Excursions: Floating Grace cruise with afternoon tea



## *Ilfracombe - Turkey & Tinsel*

4<sup>th</sup> - 8<sup>th</sup> November (Mon-Fri)

Join us for a Turkey & Tinsel getaway to get you into the holiday spirit in lovely Ilfracombe.

### *Your Hotel for Ilfracombe...*

**The Carlton Hotel ★★**

Dinner, Bed & Breakfast

Excursions: Lynton & Lynmouth • Panto

Single: £475.00

Twin/Double: £385.00pp

Queen Room: £425.00pp



## *Norfolk* TBC November

A two night stay at the lovely Links hotel and tickets to Thursford are included in this break.

The Thursford Christmas spectacular is an extravaganza of non-stop singing, dancing, music, humour and variety. It's a fast-moving celebration of the festive season.

### *Your Hotel For Norfolk...*

**The Links Country**

**Park Hotel ★★★★★**

Dinner, Bed & Breakfast

Excursions: Leisure time in Holt • Thursford Matinee Performance

Single: TBC

Twin/Double: TBC

## *Wonderful Weymouth* 10<sup>th</sup> - 14<sup>th</sup> December (Tue-Sat)

What better time of the year to be back at ours & yours favourite, The Rex, for some early Christmas celebrations!

### *Your Hotel For Weymouth...*

The Rex ★★ ★

Dinner, Bed & Breakfast

Excursions: Scenic Tour • Panto

Single: £420.00

Twin/Double: £420.00pp



## *Beautiful Bournemouth for New Year*

30<sup>th</sup> December - 2<sup>nd</sup> January (Mon-Thurs)

See in the New Year in Beautiful Bournemouth, this break will include entertainment and a New Years Eve Gala dinner.

### *Your Hotel For Bournemouth...*

Suncliff Hotel ★★ ★

Dinner, Bed & Breakfast

Excursions: Panto

Single: £490.00

Twin/Double: £490.00pp

Sea View: £549.00pp

## Terms & Conditions - Day Trips 2024

### BOOKING CONDITIONS - PLEASE READ CAREFULLY

1. Brochure Accuracy: Although Masons Minibus & Coach Hire Ltd make every effort to ensure the accuracy of the brochure information, including dates and pricing, regrettably errors do sometimes occur, or venues may alter dates and pricing since publication of the brochure.

You must therefore ensure you check the price and all other details of your day trip or holiday with us at the time of booking and when you receive our confirmation invoice.

Our website <https://bookings.masonscoachhire.co.uk> will be updated as any changes occur.

### Deposits & Payments

2. If booking online: online deposits are £10.00pp\* (there may be exceptions as described on the trip overview where full payment is required at time of booking)  
If booking by phone: full payment will need to be made at time of booking. \*  
\*See scale of cancellation charges in section 8.  
Balance Payments will be due 60 days before departure or sooner if required by venue, the balance payment date for individual trips will show in your confirmation/invoice.
3. We will always make every effort to keep to the published timetable, but the company will not be responsible for passengers who are not at any departure point at the appointed time.  
You are responsible for ensuring that you are at the correct departure point at the correct time.
4. We cannot be held liable for any loss or expense suffered by clients because of the late arrival at any departure point. As a precaution we would strongly advise all clients to arrive at their departure point at least 10 minutes prior to the departure of their tour.
5. The company reserves the right to cancel any departure for operational reasons, if the tour is cancelled by the coach company the passenger may accept an alternative tour or monies will be refunded.
6. The company is not liable for any costs incurred as a result of any cancelled days out or changes to an event beyond our control.
7. In the unfortunate event that you are unable to make a trip, please do give us as much notice as possible **in writing/by email**. Where we have purchased tickets for a trip no refund is to be given. Once issued, tickets are not refundable or transferable to other dates should you or your party have to cancel.
8. Scale of cancellation charges:  
Period before departure within which written cancellation of a trip is received.  
More than 60 days – loss of deposit \*  
60 – 31 days – 25% \*  
30 – 8 days – 50% \*  
7 – 0 days – 100%

**\*Please Note** – if it is a ticketed event such as theatre/concert or the trip includes venue entry you will be liable for the full costs. We will endeavour to sell on the space, and fully refund you/credit your account if we do, however we cannot guarantee this will be possible.

9. Feeder coaches may operate from pick up points to connect with the tour coach to allow us to offer a wider selection of tours for your benefit.

10. Smoking, including e-cigarettes, is not allowed on board any company vehicle and persistent offenders will be required to leave the vehicle.
11. Mobile phones should be used with discretion and courtesy to other passengers and to avoid distracting the driver.
12. Passengers are not permitted to enter or remain on a vehicle if the driver considers their behaviour to present a hazard to other passengers.
13. Only Registered Assistance Dogs and Hearing Dogs are allowed on our UK trips with prior arrangement at time of booking, and they may be carried free of charge. Some itineraries are not suitable for disabled passengers - please check with us before booking to avoid disappointment.
14. Please advise us at time of booking if you will be bringing a wheelchair or an electric scooter (must be dismantled and weigh no more than 20kgs). Prior to booking, please check with us the access arrangements and suitability of the venue to meet your needs and if carer tickets are available to pre-book.
15. If you are a British citizen travelling to the continent, you must have a valid full UK 10-year British Passport. At the time of booking, full name(s) and dates of birth to be supplied for the purpose of Customs and Excise enforcement. Restrictions apply on purchase of tax-free goods. The company reserves the right, to continue the journey without customers who have been held by Customs officials on suspicion of exceeding the recommended allowances for duty free goods. The company accepts no liability or responsibility for securing onward travel or for any consequential costs incurred in customers so doing.
16. The company shall not be liable to the (Client/Customer), under any circumstances for the payment of damages, costs or other compensation or expenses.
17. In the event that the company does not, for any reason, receive its pre-ordered and paid allocation of tickets for the event either in whole or in part, from the promoter s, the company will- in those circumstances only- be liable and shall immediately, return the payment that has been received from the customer in full.
18. Requests for particular seats can be made, online or by phone, from those available at the time of booking.

If your seat of choice is already in use you can add a note under special needs in passenger details, or email [info@masonscoachhire.co.uk](mailto:info@masonscoachhire.co.uk) for us to take into consideration, there is no guarantee that a change will be able to be made.

PLEASE NOTE. 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.

If there are changes to Terms & Conditions after the brochure print date these can be viewed at <https://bookings.masonscoachhire.co.uk/> or by requesting a copy, by emailing [info@masonscoachhire.co.uk](mailto:info@masonscoachhire.co.uk)

## Holidays, Terms and Conditions 2024

**Financial Protection:** Your contract is with Masons Minibus & Coach Hire Ltd. When you book a holiday with us, which does not include a flight, the money you pay for the booking will be protected by Bonded Coach Holidays (BCH) and the Association of Bonded Travel Organisers Trust Limited (ABTOT), this is a Government approved consumer protection scheme. The scheme will also ensure your repatriation in the event the company becomes insolvent. Our Trading Charter and Booking Conditions set out clearly and simply the responsibility we have to you and in turn, you have with us, when a contract is made. Please see the Consumer Guarantee at [www.bch-uk.org](http://www.bch-uk.org). There is no financial protection if you purchase just transport or accommodation only from us. We fully comply with the Package Travel and Linked Travel Arrangements Regulations 2018. The combination of travel services offered to you is a package holiday within the meaning of the Regulations. Therefore, you will benefit from all rights applying to package holidays. Masons Minibus & Coach Hire Ltd will be fully responsible for the proper performance of the holiday and providing assistance if you are in difficulty. Your key rights will be in the details of the tour which will be provided prior to booking.

### 1. Brochure Accuracy

Although Masons Minibus & Coach Hire Ltd make every effort to ensure the accuracy of the brochure information, including dates and pricing, regrettably errors do sometimes occur, or venues may alter dates and pricing since publication of the brochure.

You must therefore ensure you check the price and all other details of your day trip or holiday with us at the time of booking and when you receive our confirmation invoice.

Our website <https://bookings.masonscoachhire.co.uk/> will be updated as any changes occur.

### 2. Booking and Payment

When a booking is made, the 'lead name' on the booking guarantees that he or she is 18 or over and has the authority and accepts on behalf of the party the terms of these booking conditions and pays the deposit indicated in the brochure and as confirmed in the pre-contract information. After we receive your booking and all appropriate payments, if the arrangements you wish to book are available, we will send you or your booking agent a confirmation invoice within 14 days. This confirmation will include any special requests we have agreed. All monies paid to your booking agent are held by them on your behalf until we issue our confirmation invoice, thereafter your booking agent holds the money on our behalf. A binding agreement will come into existence between us when we dispatch this invoice to the 'lead name' or your booking agent. Please check the confirmation carefully to ensure all the information is correct. This contract is governed by English Law, and the jurisdiction of the English Courts.

- Single occupancy of rooms, when available, may be subject to a supplementary charge and these will be shown in the brochure. You can book by paying a deposit for each person named on the booking, but our commitment is always conditional upon the balance being paid as below.

Deposit £50.00 per person per holiday\*

See section 7 for schedule of cancellation charges.

The balance of the price of your holiday must be paid at least 90 days before your departure. If you book within our balance due period, you will need to pay the total holiday cost at the time of booking. If the balance is not paid in time, we reserve the right to cancel your holiday, retain your deposit, and apply the cancellation charges set out in the paragraph below. The date of cancellation will normally be the date we receive your written confirmation that you intend to cancel or 15 days after the balance due date, whichever comes first.

Where optional items are purchased as part of the holiday, these are payable on the balance due date except where items, such as theatre tickets, have been specifically purchased for you. In this case the cost will be payable at a separate date notified to you and

will not normally be refunded unless we obtain a refund from the supplier we use.

### 4. Our Pricing Policy

Masons Minibus & Coach Hire Ltd endeavour to ensure that the most up to date and correct prices are shown in our brochure. Occasionally, an incorrect price may be shown, due to an error. When we become aware of any such error, we will endeavour to notify you at the time of booking (if we are then aware of the mistake) or as soon as reasonably possible. We reserve the right to cancel the booking if you do not wish to accept the price which is applicable to the holiday. Local Authorities in many towns and cities throughout Europe have introduced new tourist taxes which must be paid directly to the hotel by all guests in person. These taxes are not included in our prices, but we will notify you when applicable. Holiday prices include all travel, hotel accommodation and meals as specified in the holiday description and VAT payable in the UK where applicable. The price of the holiday will not be subjected to any surcharges except those arising from exchange rate changes, transportation including the price of fuel, air & ferry operator fares and tolls, embarkation or disembarkation fees at terminals, duties and taxes (including the rate of VAT). Even in these cases we will absorb the cost equivalent to cost of the first 2% of the holiday price. Amounts more than this plus £1 administration fee and Travel Agents commission will be surcharged to you. If this means the total cost of the holiday increases by more than 8% then you are entitled to cancel your holiday and receive a full refund of all monies paid except any insurance premium and amendment charges. We will communicate the options with you either through email or letter, with a reminder if necessary. If you exercise the right to cancel, we must receive written notice within 20 days of the date of the surcharge invoice. The currency exchange rate used in the holiday costings are based on rates as at time of review: September 2023

### 5. If you change your booking

If, after our confirmation has been issued, you wish to change to another of our holidays or change departure date, we will do our utmost to make the changes, but we cannot guarantee to do so. However, notification must be received in writing at our offices from the person who signed the booking form, at least 6 weeks before departures. Alterations cannot be made within 6 weeks of departure and any such request for an alteration will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out in paragraph below. Some arrangements cannot be changed without paying a cancellation charge of up to 100% of the ticket cost.

### 6. Transferring your booking

You can transfer your booking to somebody else, but the person must satisfy all the conditions of the holiday and you must inform us either by letter or email no less than 7 days before departure. You will remain responsible for ensuring payment before the balance due date. This is in addition to (and does not affect) the separate liability of the transferee to us.

### 7. If you need to cancel your holiday

You or any member of your party, may cancel your holiday at any time provided the cancellation is made by the lead booker and is communicated to us in **writing to the office via post or email**. You must pay cancellation charges to cover our administration costs and to compensate for the risk of us not reselling the holiday. If the holiday is resold a refund will be made. Your cancellation will take effect from the date on which we or our agent receive your written confirmation of your cancellation. You must also return any tickets or vouchers you have received. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy of rooms. Where bought in supplies, such as ferries, hotel accommodation etc have been bought in on your behalf, and where the terms and conditions of the supplier are non-refundable, these products will be charged to you at the full retail rate.

If this applies, the non-refundable items will be deducted from your holiday costs and the following scale of charges will be applied to the remainder:

More than 90 days – loss of deposit \*

90 – 61 days – 25% \*

60 – 31 days – 50% \*

30 – 0 days – 100%

\* + any ticket/entrance costs

You may cancel your holiday without paying any termination fee before the start of the holiday, in the event of unavoidable and extraordinary circumstances occurring at the place of destination or its immediate vicinity, for instance, if there are serious security problems at the destination which are likely to affect the package.

## 8. Alterations to your holiday by us

We hope that we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make minor changes. We reserve the right to do this at any time. We will let you or your booking agent know about any important changes as soon as possible, including the minimum number of passengers required on the trip. If after booking, and before departure, we make a major change to your holiday, you will have the option of withdrawing from the holiday without penalty or transferring to another holiday without any charge. A major change includes the time of your departure or return time by more than 12 hours, a change in departure point, location of resort or type of hotel, a change in cross channel travel, or specification of the coach. If we tell you about any of these changes after we have confirmed your holiday booking (other than force majeure), you may either: - accept the new arrangements offered by us; or - accept a replacement holiday from us of equivalent or similar standard and price (at the date of the change), if we can offer you one; or - cancel your holiday with us and receive a full refund of all monies.

## 9. IMPORTANT NOTE

Compensation will not be payable if the holiday is cancelled because the number of persons booked is less than the number required, or for events beyond our control, which include: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; hurricanes and other actual or potential severe weather conditions and any other similar events. You are also advised to check with The Foreign and Commonwealth Office Advice Unit regularly at [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel) prior to travel. All holidays operate if the minimum number of participants is met. However, in no case will we cancel your holiday less than 1 week before the scheduled departure date, except where you have failed to pay the final balance or because of force majeure (force majeure means an event which we or the suppliers of the services in question could not foresee or avoid and is therefore beyond our control).

## 10. Our responsibility to you

We accept responsibility for ensuring the holiday which you book with us is supplied as described in our publicity material and the services offered reach a reasonable standard and if you are in difficulty, we will assist you. If any part of our holiday contract is not provided as promised, you may terminate the contract without paying a termination fee and we will pay you appropriate compensation if this has affected your enjoyment of your holiday. We will, however, not be liable if there are any unforeseeable or unavoidable actions of a third party not connected with our travel services, or there were unavoidable or extraordinary circumstances, or the lack of conformity is due to a traveller in the party. We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of twice the value of the original holiday cost (not including insurance premiums and amendment charges). We accept responsibility for death, injury, or illness caused by the negligent acts and/or omissions of our employees

or agents together with our suppliers and sub-contractors, servants and/or agents of the same whilst acting within the scope of, or during their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law. In respect of carriage by air, sea, tunnel and rail and the provision of accommodation our liability in all cases will be limited in the manner provided by the relevant international convention. If we make any payment to you or any member of your party for death or personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to act against the person or organisation responsible for causing the death, personal injury or illness. This clause does not apply to any separate contracts that you may enter for excursions or activities during or outside of your holiday. If you or any member of your party suffer death, illness or injury whilst overseas arising out of an activity which does NOT form part of your holiday, we may offer guidance and where legal action is contemplated and you want our assistance, you must obtain our written consent prior to any proceedings (We limit the cost of our assistance to you or your party to £5,000 per party)

## 11. If you have a complaint

If you have a problem during your holiday, please inform your Tour Manager, your driver or the relevant supplier/resort representative immediately who will endeavour to put things right. If your complaint cannot be completely resolved locally, you must complete a Holiday Report Form which can be obtained by your driver or local representative, which you should keep. Our contact number, for unresolved complaints will be our office number on 01296661604 (open in office hours) If you remain dissatisfied, please follow this up within 14 days of your return home by writing to "Operator Name" giving your original booking reference number and all other relevant information, including the reference of the Holiday Report Form. It is therefore a condition of this contract that you communicate any problem to the supplier of the services in question AND to our representative whilst in resort and obtain a written report form. If you fail to follow this simple procedure, we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem. Should you wish to pursue the complaint further, BCH ABTOT have an Alternative Dispute Resolution scheme and full details are available from them. Please contact them at ABTOT 117 Houndsditch London EC3A 7BT 11.

## 12. Our Coaches

We will always use our reasonable endeavours to provide a coach to the specification in our brochure or advert but reserve the right to substitute an alternative vehicle should there be unforeseen circumstances. There is a seating plan but, in some cases, operational reasons may require a coach with a different configuration. We reserve the right to alter a coach seating plan and allocate seats other than those booked. Single passengers may be required to share a double seat with other single passengers. When your booking is confirmed, you will be offered the best seats that are available at that time. If you feel that you require two seats, then these must be booked and paid for in advance, at the time of booking. If you fail to do this and it transpires that the seat allocated to you is insufficient for your needs and there is no alternative seating available, then you will be refused access to the coach and any payments made will be liable to forfeiture. Specific seats will not be allocated on coaches operating a feeder service between joining points and main holiday departure points or on coaches that carry out transfers between airports, seaports etc.

## 13. Hotel Facilities

Some hotel facilities and entertainment may be withdrawn for routine maintenance or be subject to seasonal availability and provision of the facilities cannot be guaranteed. Single occupancy of rooms may be subject to a supplementary charge.

## 14. Health and Safety

In some foreign countries, standards of infrastructure, safety and hygiene may be lower than those to which we are accustomed in the UK. You should therefore exercise greater care for your own protection. There may be countries that we visit that have special medical requirements for tourists. These regulations are subject to change and our clients are responsible for complying with entry and current health requirements.

If you are not sure of the health requirements for the country you are visiting, you are advised to check with your own GP before travelling. You are also advised to refer to the Department of Health leaflet "Health Advice for Travellers". Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey for a long period. If you are planning to undertake a journey of more than three hours, you should consult your doctor, if you have ever had DVT, pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, stroke, and heart or lung disease or if you have had major surgery in the past three months. We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. Where we provide comfort stops you are encouraged to walk around. Exercise reduces any discomfort, which may be caused by periods of immobility.

**NO SMOKING** is allowed on our coaches (including E-Cigarettes), and we do not allow pets or any other animals, although we accommodate registered assistance dogs, but not on overseas holidays

## 15. Travel documents

For all Continental holidays, you will require a full 10-year British Passport (machine readable) valid for a further 6 months after your holiday. If you do not hold a full British Passport or have any doubts about your status as a resident British subject, you must check with the Embassies or Consulates of the Countries to be visited to confirm the Passport or visa requirements when you book. We cannot accept responsibility if passengers are not in possession of the correct travel documents. For full details on passport requirements, please contact 'the identity and passport service' on 0300 222 0000 ([www.direct.gov.uk](http://www.direct.gov.uk))

From 2024 you may also require a ETIAS Visa Waiver, see website for more information. [https://travel-europe.europa.eu/etias\\_en](https://travel-europe.europa.eu/etias_en)

## 16. Itineraries, pick-up points.

You are responsible for ensuring you are at the correct departure point, at the correct time and with the correct documents. Masons' minibuses & Coach Hire Ltd reserve the right to modify itineraries to conform with requests from competent authorities both within the UK and abroad. Excursions which are included in the cost of your booking are detailed on the brochure page and refunds will not be made for excursions not taken. Optional excursions booked and paid for in resort do not form part of your booking. Admission fees to buildings may not be included in the price of the holiday, please check.

## 17. Special Requests

All special needs and requests, if agreed, should be entered on the booking confirmation and be included in the confirmation of the holiday. These cannot be guaranteed except where confirmed as part of our holiday commitment to you and are detailed on your holiday booking confirmation. We are keen to ensure that we plan the arrangements for your holiday so that special needs and requests can be accommodated as far as possible. If you will need assistance or may be unable to fully enjoy all aspects of your holiday you must tell us in advance so that we can maximise your enjoyment of the holiday. We will need to know if you will need special facilities in the hotel, taking part in the excursions or have difficulty boarding and travelling on the coach or other means of transport. Before booking your holiday, you should be sure that you and your party are both physically and mentally capable of completing the itinerary. If you need advice or further information either you or your booking agent should contact Masons Minibus & Coach Hire Ltd. If you will require a special diet please tell us at the time of booking, or as soon as you are medically advised, together with a copy of the diet.

**Requests for particular seats** can be made, online or by phone, from those available at the time of booking.

If your seat of choice is already in use you can add a note under special needs in passenger details, or email [info@masonscoachhire.co.uk](mailto:info@masonscoachhire.co.uk) for us to take into consideration, there is no guarantee that a change will be able to be made.

**PLEASE NOTE.** 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.

## 18. Passengers with disabilities

We want everyone to enjoy our travel arrangements. We are happy to advise and assist you in choosing a suitable holiday. But,

as some of the accommodation and resorts featured may not cater for even minor disabilities, it is important that, when booking, you advise us of any disability, specific need or complex need you may have and any special requirements that will make sure the holiday is suitable. If a passenger requires personal assistance (for example, assistance with feeding, dressing, toileting, mobilising) then this passenger must travel with an able-bodied companion or carer and written confirmation that such assistance will be provided for the entirety of the holiday is required at the time of booking. Coach drivers/Tour Managers are unable to provide such assistance. Important You must tell us if you have an existing medical condition, disability or complex need that may affect your holiday or other group members' enjoyment of it before you book your holiday. We reserve the right to request a doctor's certificate confirming the passenger is fit to travel. If, in our reasonable opinion, your chosen holiday is not suitable for your medical condition or disability, we reserve the right to refuse your booking. You are responsible for bringing with you the proper clothing and equipment, which we advise you about in our printed trip information. We want you to enjoy your holiday and will help you select an appropriate trip.

## 19. Passenger Behaviour

We want all our customers to have a happy and carefree holiday. You are responsible for your behaviour and hygiene and the effect it may have on others. If you or any other member of your party is abusive, disruptive or behaves in a way that could cause damage or injury to others or affect their enjoyment of their holiday or which could damage property, we have the right to terminate your contract with us and we will have no further liability or obligation to you. The coach driver/representative, ship's captain, or authorised official is entitled to refuse you boarding if in their reasonable opinion you are unacceptably under the influence of drink or drugs or you are being violent or disruptive. If you are refused boarding on the outward journey, we will regard it as a cancellation by you and we will apply cancellation charges. If on your return journey, we have the right to terminate the contract with you.

Mobile phones should be used with discretion and courtesy to other passengers and to avoid distracting the driver.

## 20. Travel Insurance

We strongly advise that you take out personal travel insurance for the trip. Masons Minibus & Coach Hire Ltd do NOT provide insurance. The insurance should cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. If you do not have adequate insurance and require our assistance during your holiday, we reserve the right to reclaim from you any medical repatriation or other expenses which we may incur on your behalf which would otherwise have been met by insurers.

## 20. Luggage

Please restrict your luggage to a suitcase weighing no more than 20kgs per person. We cannot accept responsibility for loss or damage to luggage unless through our negligence. Please do not leave valuable items in your suitcase when left on the coach. Please contact us for our policy on mobility scooters.

## 21. General Data Protection Regulations

We comply with the GDPR 2018 Regulations, our data controller is Masons Business Manager and our data protection policy you can be requested from [info@masonscoachhire.co.uk](mailto:info@masonscoachhire.co.uk)

## Emergency Contact

Our emergency contact details are:

Tel: 07778946385

Email: [info@masonscoachhire.co.uk](mailto:info@masonscoachhire.co.uk)

# Testimonials

## Ireland 2023

*A fantastic holiday, hotels excellent. Courier very knowledgeable and great company!*

## Southwold 2023

*As always friendly, helpful, and competent driver and courier. A lovely trip to one of our favourite coastal resorts.*

*As usual, the service from Masons is always top notch, you make the whole travelling experience very enjoyable.*

## Weymouth 2023

*Lovely day, coach very comfortable. Pierre is excellent, very friendly, nice to have drinks come round and sweets too. Everyone very friendly and I didn't mind going on my own for the first time, lovely to be dropped off by beach area.*

## Sandwich & Deal 2023

*Perfect driver and very nice courier. Both very pleasant and courteous. Asset to the company.*

*Masons never fails to impress, a smooth ride and lovely courier.*

## Kew 2023

*Great day out, always a lovely relaxing trip with Masons, everyone so organised and helpful and no stress involved.*

*The service and attention we were given was excellent. The day at Kew was perfect. Thanks to Masons I have now seen Kew in December (Christmas lights), the spring (orchid festivals) and Summer.*

## ABBA Voyage 2023

*The whole experience was excellent from booking to arriving back home. Shirlene and Tomaz did an excellent job in looking after us.*

*Shirlene and Tomaz were excellent, and we were dropped off/picked up from right outside the arena.*

## Cornwall 2023

*It was a wonderful holiday: Glenn and Fiona brilliant: Hotel very good indeed.*

*Very good trip enjoyed the places visited, hotel was good, staff at the hotel were very pleasant and helpful.*



# *Masons*

Where Great Journeys Begin

**Masons Minibus & Coach Hire Ltd**

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**01296 661604**

**[www.masonscoachhire.co.uk](http://www.masonscoachhire.co.uk)**