

# GRAYWAY

## Coach Holidays 2023



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Follow us on Instagram

# Welcome to the Grayway Travel Brochure

## Wheelchair Policy

## Gift Vouchers

***Hello.... and a warm welcome to our 2023 holiday brochure, featuring a selection of hand-picked holidays with a diverse range of seaside and city destinations, with amazing excursions included - all designed to make memories that will last a lifetime. Whether you have travelled with us before or are looking to holiday with us for the first time, we invite you to browse our tempting range of holidays and we look forward to welcoming you on board.***

***Finally on behalf of everyone at Grayway Coaches may we thank you for your incredible support over the last few challenging years and we wish you all a happy and healthy 2023.***

***Best Wishes,  
the Grayway Team***

**PLEASE NOTE:** We do not have any vehicles fitted with wheelchair lifts, so it is essential that all customers are able to manage the steps necessary to board a coach either unaided or with the assistance of members of their own party. If you or a member of your party is travelling with a walker or a wheelchair, please note that these must be fully collapsible in order to be accommodated in the luggage compartment of the coach and weigh less than 15kg. Due to weight restrictions on our coaches, we unfortunately cannot accommodate electric wheelchairs/scooters, either on the outbound or inbound journey. Passengers may be able to hire electric wheelchairs/scooters during their stay and they are able to take these on the excursions, so long as the heaviest piece weighs no more than 15kg and the electric wheelchair/scooter has a brake which can be applied when the coach is moving. Please note that the passenger will be responsible for the electric wheelchair/scooter and drivers cannot be held responsible for loading/unloading.

### NOW AVAILABLE



***The ideal gift for  
family and friends  
for  
every occasion***

## Booking Agents

|                  |                                                                                                |
|------------------|------------------------------------------------------------------------------------------------|
| <b>Bolton</b>    | Althams Travel, Market Street, BL1 1BU                                                         |
| <b>Farnworth</b> | Althams Travel, 40 Buckley Street, BL4 9DR                                                     |
| <b>Ince</b>      | Grayway Coaches, Ince, WN2 2EA                                                                 |
| <b>Chorley</b>   | Althams Travel, New Market Street, PR7 1BY                                                     |
| <b>Leigh</b>     | Leigh Travel Shop, Bus Station, WN7 4LB                                                        |
| <b>Standish</b>  | Changing Rooms, 20 High Street, WN6 0HL                                                        |
| <b>Wigan</b>     | Mayfair Travel, 4 Scarisbrick Street, WN1 2BS<br>Worldchoice Travel, 34 Market Street, WN1 1JF |

## Seating Plan

|    |       |    |    |    |    |    |        |    |    |    |        |   |   |        |
|----|-------|----|----|----|----|----|--------|----|----|----|--------|---|---|--------|
| 49 | 45    | 41 | 37 | 33 | 29 | 25 | 23     | 21 | 17 | 13 | 9      | 5 | 1 | Door   |
| 50 | 46    | 42 | 38 | 34 | 30 | 26 | 24     | 22 | 18 | 14 | 10     | 6 | 2 | Stairs |
| 53 | Aisle |    |    |    |    |    |        |    |    |    | Stairs |   |   |        |
| 51 | 47    | 43 | 39 | 35 | 31 | 27 | Toilet |    | 19 | 15 | 11     | 7 | 3 | Driver |
| 52 | 48    | 44 | 40 | 36 | 32 | 28 |        |    | 20 | 16 | 12     | 8 | 4 |        |

Layout may vary

## Joining Points

|                      |                                           |       |
|----------------------|-------------------------------------------|-------|
| <b>Ashton</b>        | Job Centre, Gerrard Street                | 08.00 |
| <b>Atherton</b>      | The Punchbowl                             | 08.55 |
| <b>Blackrod</b>      | Black Horse                               | 08.10 |
| <b>Bolton</b>        | Stand G, Great Moor Street<br>Bus Station | 08.15 |
| <b>Chorley</b>       | Bus Stop, Opposite Railway Station        | TBA   |
| <b>Hindley</b>       | Town Hall                                 | 08.45 |
| <b>Hindley Green</b> | Atherton Road/Long Lane                   | 08.50 |
| <b>Ince</b>          | Grayways, Manchester Road                 | 08.40 |
| <b>Leigh</b>         | Boars Head, Leigh                         | 09.00 |
| <b>Lowton</b>        | Newton Road, Sandy Lane                   | 09.05 |
| <b>Pemberton</b>     | White Street                              | 08.15 |
| <b>Standish</b>      | The Globe                                 | 08.00 |
| <b>Westhoughton</b>  | Reform Club                               | 08.30 |
| <b>Wigan</b>         | Youth Zone, Parsons Walk                  | 08.30 |

Times may vary



## Burns Weekend

**FRIDAY 27th JANUARY**  
3 Nights, ALL INCLUSIVE  
£54 Single Supplement

**£254**

### Your Hotel

Winnock Hotel, Loch Lomond

Situated near the beautiful Loch Lomond, the Winnock Hotel was formerly a coaching Inn and has been lovingly restored and tastefully extended. Offering comfortable bedrooms, cosy lounges - many with open log fires, the characterful Merlin Restaurant serving fine food and wine and the Ptarmigan bar offering a variety of whiskies, ales and spirits.

The Burns supper was first held in 1801 and since then new traditions have been added but the sentiment remains the same. The centre piece of the Burns night celebrations is the traditional Burns supper, where Robert Burns famous verses are expertly matched with Scotland's finest food and drink.

### What's Included

- ✓ Coach Travel
- ✓ Scottish All-inclusive Package
- ✓ Traditional Burns Supper
- ✓ 2 Day Excursions

### Disclaimer for All Inclusive with Free Bar

Under the terms of the Licensing (Scotland) act 2005, the supply of alcoholic drinks in the All Inclusive Packages is not unlimited. Subject to our discretion in the case of drunkenness, patrons on an All Inclusive Package shall be permitted a maximum of £18.00 worth of alcoholic drinks per day as part of the package.

## Scottish House Party 2023

**FRIDAY 24th MARCH**  
3 Nights, ALL INCLUSIVE  
£54 Single Supplement

**£294**

### Your Hotel

Winnock Hotel, Loch Lomond

Situated near the beautiful Loch Lomond, the Winnock Hotel was formerly a coaching Inn and has been lovingly restored and tastefully extended. Offering comfortable bedrooms, cosy lounges - many with open log fires, the characterful Merlin Restaurant serving fine food and wine and the Ptarmigan bar offering a variety of whiskies, ales and spirits.

**SCOTTISH HOUSE PARTY – offers excellent value for an entertaining filled programme with free bar, enjoying fabulous food and getting away from it all !!!**

### What's Included

- ✓ Coach Travel
- ✓ All Inclusive Package
- ✓ 2 Day Excursions

### Disclaimer for All Inclusive with Free Bar

Under the terms of the Licensing (Scotland) act 2005, the supply of alcoholic drinks in the All Inclusive Packages is not unlimited. Subject to our discretion in the case of drunkenness, patrons on an All Inclusive Package shall be permitted a maximum of £18.00 worth of alcoholic drinks per day as part of the package.

## Newcastle & Durham

**SUNDAY 26th MARCH**  
1 Night, Dinner, Bed & Breakfast  
£18 Single Supplement

**£99**

### Your Hotel

Copthorne Hotel, Newcastle



## Harrogate & York

**SUNDAY 30th APRIL**  
1 Night, Dinner, Bed & Breakfast  
£30 Single Supplement

**£119**

### Your Hotel

Crowne Plaza, Harrogate



**NEW**



## Easter Weekend in Caernarfon

**THURSDAY 6th APRIL** **£354**  
4 Nights, Dinner, Bed & Breakfast  
£119 Single Supplement

### Your Hotel

**Celtic Royal Hotel, Caernarfon**

Situated within walking distance of Caernarfon's walled town and castle, a World Heritage site nestled between Snowdonia's mountains and the sea.

The spacious and contemporary rooms make the perfect retreat following a day exploring and the leisure facilities offer a pool, sauna, Jacuzzi, steam room and gym.



### What's Included

- ✓ Coach Travel
- ✓ Welcome Mulled Wine on Arrival
- ✓ Easter Egg
- ✓ Live Entertainment on 1 Night
- ✓ Use of Leisure Facilities
- ✓ 3 Course Easter Sunday Lunch and Light Evening Buffet
- ✓ 2 Day Excursions

**NEW**



## Delightful Devon

**MONDAY 1st MAY** **£319**  
4 Nights, Dinner, Bed & Breakfast  
No Single Supplement

### Your Hotel

**Durrant House Hotel, Bideford**

Durrant House Hotel has everything you need for a relaxing and enjoyable stay. Conveniently located with superb views across North Devon's Taw Estuary towards Instow Beach. Enjoy fine dining with locally sourced ingredients or visit the salon and spa for an indulgent treat.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ 2 Day Excursions (Barnstable, Ilfracombe, Clovelly & Bude)
- ✓ Entry to Clovelly Visitors Centre
- ✓ In House Activities

**NEW**



## Weston Super Mare

**MONDAY 15th MAY** **£349**  
4 Nights, Dinner, Bed & Breakfast  
No Single Supplement

### Your Hotel

**Smiths Hotel, Weston Super Mare**

This family run hotel occupies a prime position on the beautiful seafront. Proudly sporting attractive and stylish decorated en-suite bedrooms, many with spectacular sea views. The waterfront restaurant uses the best ingredients deliciously cooked and generously served by friendly staff.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ 2 Day Excursions (Bath & Minehead)



## Torquay

**MONDAY 29th MAY** **£299**

4 Nights, Dinner, Bed & Breakfast  
No Single Supplement

**MONDAY 31st JULY** **£469**

6 Nights, Dinner, Bed & Breakfast  
No Single Supplement

### Your Hotel

**TLH Victoria Hotel, Torquay**

**Set in the heart of the English Riviera on the beautiful South Devon Coast. Torquay is famous for its sandy beaches, relaxing promenade, pretty harbour and busy shopping centre. Torquay has a very distinctive Mediterranean feel and firm favourite for all ages.**

The Victoria Hotel is lively and informal, centrally located on Belgrave Road and is the hub of much of the leisure and entertainment activities, which take place in the Starlight Lounge with live entertainment acts including top name tributes. Boasting 2 beautiful sprung ballroom dance floors and the Riviera Ballroom with views over the English Riviera. Why not visit Albert's bar – the hotel's very own Pub with a bright and contemporary restaurant and a varied choice of menu. You'll be enchanted with Aztec Falls, the indoor swimming pool; Aztec themed surroundings create a unique and tranquil atmosphere, including Jacuzzi, sauna and steam room.

### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ 2 or 3 Day Excursions



## Llandudno

**MONDAY 29th MAY** **£425**

4 Nights, Dinner, Bed & Breakfast  
No Single Supplement

**FRIDAY 22nd SEPTEMBER** **£425**

4 Nights, Dinner, Bed & Breakfast  
No Single Supplement

**Llandudno is Wales' largest resort, uniquely situated between the Great and Little Ormes with two wonderful beaches, the award winning North Shore and the quiet sand-duned West Shore.**

### Your Hotel

**The Tynedale Hotel, Llandudno**

Centrally located on the iconic Victorian promenade is the Tynedale Hotel, this modern, bright and welcoming hotel offers great food, high standards of service and top class cabaret each evening. The hotel is a pleasant level stroll to the pier, theatre or swimming pool, the Victorian shopping centre and the new retail outlet shopping centre is a short walk away. Warm and stylish bedrooms with digital TV and radio channels, telephone, hairdryers, ironing and hot drink making facilities.

### What's Included

- ✓ Coach Travel
- ✓ 2 Day Excursions
- ✓ Dinner, Bed & Breakfast
- ✓ Entertainment

**NEW**



## Ireland

**MONDAY 24th JULY** **£485**

4 Nights, Dinner, Bed & Breakfast  
£100 Single Supplement

### Your Hotel

**Treacy's Hotel, Enniscorthy**

Step through the doors where you will be greeted with gracious hospitality and a superior standard of friendly personal service. The hotel is one of Wexford's finest boutique hotels, combining contemporary glamour with old world elegance and is perfectly located on the bustling vibrant street of Templeshannon.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Ferry Crossings
- ✓ Live Music
- ✓ Entry to Kilkenny Castle
- ✓ 2 Day Excursions, Kilkenny & Waterford



## Isle of Wight

**FRIDAY 28th JULY** **£435**  
*5 Nights, Dinner, Bed & Breakfast*  
*No Single Supplement*

**Sandown Town sits on the Southern coast of the Isle of Wight, sheltered in a beautiful bay and is famed for its long stretch of golden beach and traditional British seafront and pier. Sandown has lots of things to do for people of all ages and interests.**

### Your Hotel The Trouville Hotel

Centrally situated on Sandown's seafront, the Trouville is the ideal location for an Isle of Wight break. Opposite the golden beach with panoramic views over the sweep of Sandown and Shanklin Bay, the hotel offers the comfort and care for a well deserved holiday. Relax and unwind, days can be spent lazing in the bars and lounge, watching the ocean liners pass and the world go by. The hotel comes alive in the evening, with live entertainment in the stylish and island's largest hotel ballroom. The Restaurant has panoramic views across the bay and is recognised for producing high quality food. All rooms are en-suite, lift to all floors, hospitality tray, TV, radio and complimentary Wi-Fi facility.

#### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ 2 Day Excursions
- ✓ Ferry Crossings



## Cambridge & Ely

**FRIDAY 28th JULY** **£145**  
*1 Night, Dinner, Bed & Breakfast*  
*£32 Single Supplement*

### Your Hotel

**BW Signature Collection Hotel by Best Western, Cambridge**

Packed full of stunning architecture and nature, Cambridge is a beautiful university town and renowned for its impact in history. Perfect for exploring ancient colleges, cobbled streets and picturesque 'Backs' along the River Cam.

Nestled under the big skies of the Fen countryside in the shadow of it's magnificent Cathedral, Ely offers a wealth of attractions and things to do.



#### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Free Time in Cambridge & Ely



## Windsor Castle & Buckingham Palace

**SATURDAY 5th AUGUST** **£199**  
**SATURDAY 26th AUGUST** **£199**  
*1 Night, Dinner, Bed & Breakfast*  
*£30 Single Supplement*

### Your Hotel Holiday Inn, Heathrow

Windsor Castle is the oldest and largest occupied castle in the world. Founded by William the Conqueror in the 11th century, it has been the home of 39 monarchs where Queen Elizabeth II spent most of her private weekends.

Buckingham Palace is recognised around the world as the home of The Queen - Explore the sights of the magnificent White Drawing Room, Throne Room, Ballroom, Music room plus much more.



#### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Entry to Windsor Castle
- ✓ Entry to Buckingham Palace



**NEW**



## Cotswolds & Stratford-upon-Avon

**SATURDAY 5th AUGUST** **£129**  
1 Night, Dinner, Bed & Breakfast  
£50 Single Supplement

### Your Hotel

**Jury's Inn Hotel, Cheltenham**

The Cotswolds is home to some of the most unspoilt, historic and famous towns and villages in England. The honey-coloured stone buildings provide a quintessential English charm found no-where else in the world. It really is a unique experience!

Stratford-upon-Avon introduces you to a market town with more than 800 years of history, containing not only many buildings that survive today and would have been familiar to Shakespeare, but also a thriving community offering a wide variety of leisure, accommodation and shopping experiences.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Free Time in 2 x Cotswolds Villages & Stratford-upon-Avon

## Brighton

**MONDAY 7th AUGUST** **£399**  
4 Nights, Dinner, Bed & Breakfast  
£142 Single Supplement

### Your Hotel

**Old Ship Hotel, Brighton**

The Old Ships imposing exterior is a landmark of the Brighton seafront with many bedrooms boasting stunning views across the coast. Situated in a prime location and only a stone's throw from the bustling promenade and retail therapy at 'The Lanes'. Indulge in a memorable dining experience with the best of British cuisine and enjoy a delectable glass of wine or exotic cocktail on the outdoor terrace.

Brighton is an inclusive, free thinking city in the heart of Sussex. With a blend of modern culture and exotic architecture, sea and countryside make Brighton a great base to discover new places and experience both inside the city and out.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ 2 Day Excursions (Eastbourne, Bognor Regis & Worthing)

## Edinburgh Tattoo

**FRIDAY 11th AUGUST** **£299**  
**FRIDAY 18th AUGUST** **£299**  
2 Nights, Bed & Breakfast with  
Evening Meal on Friday  
£40 Single Supplement

### Your Hotel

**The Angus Hotel, Blairgowrie**

Brace yourself for an unforgettable spectacle! Staged every year as part of Edinburgh's world famous summer festivals, the Edinburgh Tattoo is a unique and memorable celebration of music, dance and military pageantry. The show takes place against the backdrop of the floodlit Edinburgh Castle with over 1,000 musicians, pipers, drummers, singers and dancers. Each year you can expect stirring performances of the Massed Pipes and Drums and the Massed Military Bands that emerge from the huge castle gates, playing the inspiring tunes of Scotland's famed regiments.



### What's Included

- ✓ Coach Travel
- ✓ Bed & Breakfast plus Evening Meal on Friday
- ✓ Saturday Evening Tattoo Ticket
- ✓ Visit to Moffat, Edinburgh & Gretna Green



**NEW**



## Lake District Mini Tour

**FRIDAY 11th AUGUST** **£229**  
2 Nights, Dinner, Bed & Breakfast  
£50 Single Supplement

### Your Hotel

Shap Wells Hotel, Penrith

Situated in a secluded wooded valley, high on the Shap Fells and surrounded by mountain streams, the Shap Wells Hotel is the idyllic place to explore the Lakes. The hotel is surrounded by red deer, red squirrels and other wildlife within the grounds and many of the rooms have breathtaking views of the countryside. The hotel has retained many of its original features over the years and much time has been taken to retain the true character of the building. The hotel prides itself on creating special dining experiences with The Birkbeck Restaurant as the principal dining area with stunning views of the River and surrounding fells. The Riverside lounge, Saltwater and Fell Bars are ideal for guests looking for the opportunity to relax and unwind in more intimate settings.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Visit to Bowness, Keswick, Ambleside and Kirkby Lonsdale

## Mystery Tour

**THURSDAY 17th AUGUST** **£279**  
2 Nights, Dinner, Bed & Breakfast  
£94 Single Supplement

### Your Hotel

4 Star Hotel, Secret Location

Step on board and let us whisk you away to the first of three secret locations on your itinerary. Join the excitement on the coach as you find out whether you're going to be beside the seaside, exploring the countryside or discovering a new favourite city.



### What's Included

- ✓ Coach Travel
- ✓ 4 Star Hotel, Dinner, Bed & Breakfast
- ✓ 3 Secret Locations
- ✓ 2 Secret Experiences

## Black Country Living Museum & Lichfield

**SATURDAY 19th AUGUST** **£139**  
1 Night, Dinner, Bed & Breakfast  
£35 Single Supplement

### Your Hotel

Copthorne Hotel,  
Merry Hill Dudley

See history brought to life and discover the story of the Black Country at the open-air living museum. Meet historical characters who will show you what it was like to live and work in one of the first industrial landscapes in Britain as you explore 26 acres of reconstructed shops, pubs and houses.

There is plenty to do and see from watching live demonstrations, taking part in old fashioned street games to visiting the vintage cinema – there's something for everyone.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Entry to Black Country Living Museum
- ✓ Free Time in Lichfield

**NEW**



## Discover Shropshire & Staffordshire

**FRIDAY 25th AUGUST** **£249**  
2 Nights, Dinner, Bed & Breakfast  
£48 Single Supplement

### Your Hotel

**Mercure Hotel, Telford**

Enjoy a weekend with a fun filled itinerary - Take a visit to the iconic Blists Hill Victorian Town, a living museum that vividly re-enacts life in Ironbridge from the early 1700's to the Victorian era. Experience a vintage steam-hauled train in the Severn Valley Railway with a return journey from Bridgnorth to Bewdley.

Sit back and admire the scenery of the Worcestershire and Shropshire countryside as the railway hugs the Severn Valley.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Entry to Blists Hill Victorian Town
- ✓ Rail Journey, Bridgnorth to Bewdley Return
- ✓ Use of Hotel Facilities, Indoor Pool, Jacuzzi, Steam Room & Sauna

**NEW**



## North Yorkshire, Black Sheep Brewery & City Cruise

**THURSDAY 31st AUGUST** **£289**  
2 Nights, Dinner, Bed & Breakfast  
£48 Single Supplement

### Your Hotel

**Mercure York Fairfield Manor, York**

Take a journey from the start of Black Sheep's story to the present day as you're shepherded around the brewhouse where you'll see the magic unfold before sampling a range of their delicious beers.

Step on board your cruise and uncover the history of York's ancient city and the impact the river Ouse has had on its development. You'll discover about the history thanks to the live on-board commentary, during the cruise why not treat yourself to the onboard bar.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ York City Cruise
- ✓ Black Sheep Brewery Tour and Sampling
- ✓ Free Time in York & Ripon



## Downton Abbey Experience & Oxford

**DATE TBA** **TBA**  
1 Night, Dinner, Bed & Breakfast

### Your Hotel

**TBA**

Now you have watched the series and seen the movie, visit Highclere Castle and relive every scene. Glide down the grand oak staircase like Lady Mary did on her wedding day, sit at Jackdaws Castle where Lady Edith so often found herself and take in the State dining room where many of the Dowager Countess' wonderfully acerbic lines were delivered by Dame Maggie Smith.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Entry into Highclere Castle, the Home of Downton Abbey
- ✓ Free Time to Explore Oxford



## Amsterdam P&O Mini Cruise

**FRIDAY 6th OCTOBER**  
2 Nights  
£32 Single Supplement

Amsterdam is well known for its extensive list of things to do; you can spend a whole day exploring this amazing city. Enjoy exploring the city by boat tour on one of the many canals or hire a bike for the day to see even more of Amsterdam. There are also plenty of foodie hot spots and unmissable museums for you to explore.

Art lovers will enjoy the Van Gogh Museum, or for the beer lovers you might want to take a trip around the Heineken Factory and try a sample of their perfectly brewed beer. Whatever you choose to do in this fascinating city, you're sure to have a fantastic time.



### What's Included

- ✓ Coach Travel
- ✓ P&O Mini Cruise, Sailing from Hull to Rotterdam Return

## Whisky & History in Scotland

**MONDAY 23rd OCTOBER** £459  
4 Nights, Dinner, Bed & Breakfast  
No Single Supplement

### Your Hotel

#### Fishers Hotel, Pitlochry

Located in the heart of the beautiful Victorian town of Pitlochry, Perthshire it is the largest hotel boasting spectacular views and award-winning gardens. With a great selection of restaurants and bars including The Castle Restaurant, Gladstones Gin Bar and Coach House Bar where you will find a great selection of food and drinks.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Guided Visit to Atholl Distillery and Tasting
- ✓ Entry to Scone Palace & Gardens
- ✓ Entry to Black Watch Castle & Museum

## Festive South Wales

**MONDAY 13th NOVEMBER** £349  
4 Nights, Dinner, Bed & Breakfast  
£58 Single Supplement

### Your Hotel

#### The Cliff Hotel & Spa, Cardigan

The Cliff Hotel & Spa is a large family owned hotel where a warm and friendly welcome awaits you with excellent facilities and the highest standard of service and cleanliness ensure that your stay is a most pleasant one.

With expansive and beautiful hotel grounds, The Cliff Hotel & Spa is located on the coast of Cardigan Bay overlooking Poppit Sands and Cardigan Island. With excellent spa facilities you can unwind and enjoy the serenity that the hotel provides all set in a breathtaking coastal location.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast (including 3 Course Christmas and New Years Dinner)
- ✓ Happy Hour Every Night between 6-9pm
- ✓ Live Music on 1 Night & In-House Activities on 2 Nights
- ✓ 2.5 Day Excursions
- ✓ 1 Hour per Day Use of the Hydro Spa, Spa Bath, Gym & Steam Room

**NEW**



## Durham Lumiere Festival, Newcastle & Beamish

**FRIDAY 17th NOVEMBER**

**£199**

2 Nights, Bed & Breakfast  
plus Evening Meal on Friday  
£60 Single Supplement

### Your Hotel

Holiday Inn,  
Newcastle Gosforth Park

Lumiere is the largest light festival and has been transforming cities across the UK since 2009. The festival is back to its original location of Durham this year, inviting local and international artists to create works that reimagine familiar buildings and public spaces, transforming the city into a spectacular light art trail.



### What's Included

- ✓ Coach Travel
- ✓ Durham Lumiere Festival
- ✓ Entry to Beamish Open Air Museum
- ✓ Free Time in Newcastle and Durham



## Edinburgh & Glasgow Christmas Markets

**FRIDAY 24th NOVEMBER**

**£259**

2 Nights, Dinner, Bed & Breakfast  
£59 Single Supplement

### Your Hotel

Novotel Edinburgh Park Hotel,  
Edinburgh

Tumble into a magical festive wonderland in Glasgow and Edinburgh City Centres, together in a magical explosion of twinkling lights, enchanting sounds, mouth-watering food and drink plus lots of fun and laughter.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Glasgow & Edinburgh Christmas Markets



## The Making of Harry Potter - The Studio Tour and Windsor

**SATURDAY 25th NOVEMBER**

**£219**

**Child Price (Age 2-12)**

**£199**

1 Night, Dinner, Bed & Breakfast  
£35 Single Supplement

### Your Hotel

TBA

Walk in the footsteps of Harry Potter and explore the wonders of the Wizarding World, Step onto authentic sets and discover the magic behind spellbinding special effects whilst exploring the behind-the-scenes secrets of the Harry Potter film series. Tread the original stone floor of the iconic Hogwarts Great Hall, encounter animatronic creatures and wander down Diagon Alley. Don't forget to visit the spellbinding Platform 9 ¾ for a chance to climb on-board the trains carriage and pose with a luggage trolley as it disappears through the platform wall.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Entry to Warner Brothers Studios

NEW



## Windsor Castle at Christmas

**SATURDAY 2nd DECEMBER £159**  
1 Night, Dinner, Bed & Breakfast  
£30 Single Supplement

### Your Hotel

**Sheraton Hotel, Heathrow**

This winter experience a fairy-tale Christmas at Windsor Castle. The State Apartments will be transformed for the festive season with magnificent trees, twinkling lights and festive garlands. Highlights include the 20-foot Christmas tree in St Georges Hall dressed in hundreds of lights and ornaments.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Entry to Windsor Castle
- ✓ Free Time in Windsor and Oxford



## Bruges Christmas Markets

**SATURDAY 9th DECEMBER £379**  
2 Nights, Accommodation Only  
on the P&O Mini Cruise  
2 Nights, Bed & Breakfast at the  
Academie Hotel, Bruges  
£145 Single Supplement

**Christmas is the special time of year when Bruges, a medieval and ancient centre of Belgium becomes a beautiful festive decorated holiday destination. Along with the sightseeing that Bruges has to offer, the city boasts a number of restaurants, coffee bars and countless confectioners, making endless supplies of their famed Belgium chocolate and of course the famous Belgium beer.**

### Your Hotels

**P&O Mini Cruise**  
**Academie Hotel, Bruges**



### What's Included

- ✓ Coach Travel
- ✓ P&O Mini Cruise Experience
- ✓ Bed & Breakfast at a central located hotel
- ✓ Bruges Christmas Markets



## Festive Snowdonia

**MONDAY 4th DECEMBER £319**  
4 Nights, Dinner, Bed & Breakfast  
and Free Bar in the Evenings  
No Single Supplement

### Your Hotel

**The Royal Victoria, Llanberis**

The hotel is ideally located close to Llanberis at the foot of Snowdon, set within 30 acres of garden and woodland. Cradled between two lakes, Llyn Padern and Llyn Peris, as well as the Welsh mountains the location is quite simply breathtaking.

All bedrooms are en-suite with TV and hospitality tray plus a lift to all floors and complimentary Wi-Fi.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Entertainment 2 Nights
- ✓ Free Bar Each Evening (7.00pm - 11.00pm Draught Beer, Lager, House Wine, and Soft Drinks)
- ✓ Tea & Coffee available in Lounges throughout your stay
- ✓ 2 Full Day Excursions



## Carolling on the Steamship & Edinburgh Christmas Markets

**WEDNESDAY 6th DECEMBER £299**  
3 Nights, ALL INCLUSIVE  
£56 Single Supplement

### Your Hotel

The Winnock Hotel,  
Loch Lomond

Situated near the beautiful Loch Lomond, the Winnock Hotel was formerly a coaching Inn and has been lovingly restored and tastefully extended. Offering comfortable bedrooms, cosy lounges many with open log fires, the characterful Merlin Restaurant serving fine food and wine and the Ptarmigan Bar offering a variety of whiskies, ales and spirits.

### What's Included

- ✓ Coach Travel
- ✓ All Inclusive Food & Drink (see disclaimer)
- ✓ Edinburgh Christmas Markets
- ✓ 'Carolling on the Steamship' - on board the SS Walter Scott, on the breathtaking Loch Katrine, a one and a half hour cruise with Carol Singers.

### Disclaimer for All Inclusive with Free Bar

Under the terms of the Licensing (Scotland) act 2005, the supply of alcoholic drinks in the All Inclusive Packages is not unlimited. Subject to our discretion in the case of drunkenness, patrons on an All Inclusive Package shall be permitted a maximum of £18.00 worth of alcoholic drinks per day as part of the package.

## Carols at the Royal Albert Hall

**SUNDAY 17th DECEMBER £199**  
1 Night, Dinner, Bed & Breakfast  
£28 Single Supplement

### Your Hotel

Sheraton Hotel, Heathrow

Join us in the spectacular surroundings of the Royal Albert Hall for what's set to be London's finest sing-along carol concert of the season. In addition to some well-known classical favourites, the evening will include the chance to raise your voice in song for such traditional favourites as 'Once in 'Royal David's City', 'Hark the Herald Angels Sing' and 'Oh Come All ye Faithful' and many more.



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Matinee Ticket for Carols at the Royal Albert Hall, 3.00pm Performance
- ✓ Free Time in London

## The Burns Weekend 2024

**FRIDAY 12th JANUARY 2024 £269**  
3 Nights, ALL INCLUSIVE  
£54 Single Supplement

### Your Hotel

The Winnock Hotel,  
Loch Lomond

Situated near the beautiful Loch Lomond, the Winnock Hotel was formerly a coaching Inn and has been lovingly restored and tastefully extended. Offering comfortable bedrooms, cosy lounges - many with open log fires, the characterful Merlin Restaurant serving fine food and wine and the Ptarmigan bar offering a variety of whiskies, ales and spirits.

The Burns supper was first held in 1801 and since then new traditions have been added but the sentiment remains the same. The centre piece of the Burns night celebrations is the traditional Burns supper, where Robert Burns famous verses are expertly matched with Scotland's famous food and drink.

### What's Included

- ✓ Coach Travel
- ✓ Scottish All-inclusive Package
- ✓ Traditional Burns Supper
- ✓ 2 Day Excursions

### Disclaimer for All Inclusive with Free Bar

Under the terms of the Licensing (Scotland) act 2005, the supply of alcoholic drinks in the All Inclusive Packages is not unlimited. Subject to our discretion in the case of drunkenness, patrons on an All Inclusive Package shall be permitted a maximum of £18.00 worth of alcoholic drinks per day as part of the package.

**NEW**



## Afternoon Tea at the Waldorf Hotel, London

**SUNDAY 10th MARCH 2024 £199**  
1 Night, Bed, Breakfast and Afternoon Tea  
£84 Single Supplement

**Your Hotel**  
The Waldorf Hotel, London

Blending Edwardian grandeur with modern comfort, the Waldorf Hotel sits in the centre of London's glitzy theatre district and is a short walk from the Royal Opera House, Covent Garden, The British Museum and many more world-famous attractions.

Whether you are celebrating an occasion or seeking an indulgent treat the Afternoon Tea at the Waldorf is a special and memorable event.

### What's Included

- ✓ Coach Travel
- ✓ Bed & Breakfast
- ✓ Afternoon Tea
- ✓ Free Time to Explore London

### Disclaimer for All Inclusive with Free Bar

Under the terms of the Licensing (Scotland) act 2005, the supply of alcoholic drinks in the All Inclusive Packages is not unlimited. Subject to our discretion in the case of drunkenness, patrons on an All Inclusive Package shall be permitted a maximum of £18.00 worth of alcoholic drinks per day as part of the package.



## Scottish House Party 2024

**FRIDAY 22nd MARCH 2024 £299**  
3 Nights, ALL INCLUSIVE  
£54 Single Supplement

**Your Hotel**  
The Winnock Hotel,  
Loch Lomond

Situated near the beautiful Loch Lomond, the Winnock Hotel was formerly a coaching Inn and has been lovingly restored and tastefully extended. Offering comfortable bedrooms, cosy lounges - many with open log fires, the characterful Merlin Restaurant serving fine food and wine and the Ptarmigan bar offering a variety of whiskies, ales and spirits.

**SCOTTISH HOUSE PARTY - offers excellent value for an entertaining filled programme with free bar, enjoying fabulous food and getting away from it all !!!**

### What's Included

- ✓ Coach Travel
- ✓ All Inclusive Package
- ✓ 2 Day Excursions

### Disclaimer for All Inclusive with Free Bar

Under the terms of the Licensing (Scotland) act 2005, the supply of alcoholic drinks in the All Inclusive Packages is not unlimited. Subject to our discretion in the case of drunkenness, patrons on an All Inclusive Package shall be permitted a maximum of £18.00 worth of alcoholic drinks per day as part of the package.

**NEW**

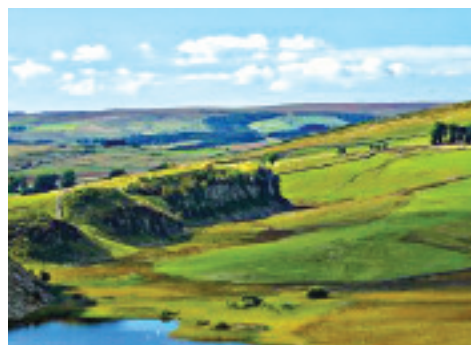


## Northumberland & Holy Islands

**MONDAY 15th APRIL 2024 TBA**  
3 Nights, Dinner, Bed & Breakfast  
TBA Single Supplement

**Your Hotel**  
Holiday Inn, Gosforth Park  
Newcastle

*Please note: You can put your name down for this tour and we will contact you once the prices have been confirmed.*



### What's Included

- ✓ Coach Travel
- ✓ Dinner, Bed & Breakfast
- ✓ Entrance to Bamburgh Castle
- ✓ Entrance to Lindisfarne Castle (Please note entry time is subject to change due to the tidal times)
- ✓ Free Time in Ripon, Newcastle & Carlisle



## OUR TRADING CHARTER WITH YOU

Grayway Coaches 237 Manchester Road, Ince, Wigan, WN2 2EA

### 1. Financial Protection

Your contract is with Grayway Coaches. When you book a holiday with us, which does not include a flight, the money you pay us 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. Grayway Coaches 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.

### 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 per person. The balance of the price of your holiday must be paid at least 6 weeks 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.

### 3. Brochure Accuracy

Although Grayway Coaches make every effort to ensure the accuracy of the brochure information and pricing, regrettably errors do sometimes occur. You must therefore ensure you check the price and all other details of your holiday with us at the time of booking and when you receive our confirmation invoice.

### 4. Our Pricing Policy

Grayway Coaches 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 £10 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 the current time of print.

### 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 8 weeks before departures. This must be accompanied by a payment of £10 per person to cover our administrative costs, plus costs we incur in making the amendment. 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 someone else, but the person must satisfy all conditions of the holiday and you must inform us either by letter or email no less than 7 days before departure. This transfer will cost £10 per person plus reasonable costs to make the transfer. 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 person signing the booking form and is communicated to us in writing via the office who made your original booking. 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: 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. In either case, we will pay you compensation, according to the scale set below. 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 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 6 weeks 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).

### 9. 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,

*Continued over page ...*

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).

#### **10. 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 01942 243165 (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. 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.

#### **12. 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.

#### **13. 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.

#### **14. Travel documents, itineraries, pick-up points and passports**

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)) You are responsible for ensuring you are at the correct departure point, at the correct time and with the correct documents. Grayway Coaches 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.

#### **15. Special Requests**

All special needs and requests if agreed, should be entered on the booking form 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 the office on 01942 243165. 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.

#### **16. 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.

#### **17. 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. We also request that mobile telephones are not used on the coach.

#### **18. Travel Insurance**

We strongly advise that you take out personal travel insurance for the trip. We do not supply travel insurance and therefore private insurance is highly recommended. You may use an alternative insurer, but you must advise us. 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. You must advise us if you use an alternative insurer, the policy number and 24-hour contact number.

#### **19. Luggage**

Please restrict your luggage to a suitcase weighing no more than 15 kgs 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 or see the inside cover of this holiday brochure for more information.

#### **20. General Data Protection Regulations**

We comply with the GDPR 2018 Regulations.

#### **21. Emergency Contact**

Our emergency contact details are Tel: 01942 243165 Email: [graywayone@aol.com](mailto:graywayone@aol.com)

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