



BOOKING TERMS & CONDITIONS

Lakeside Travel Services (Tours, Transfers, Airport, Executive & Weddings & Private (Group Hire)) These Terms & Conditions (T&C's) constitute a formal agreement between Lakeside Travel Service and our customers (*the person/persons using our services*). Please read carefully. By confirming your booking, we assume that you have read and agree to them and that both parties accept and agree to be legally bound by them.

Reservations Policy

All Travel Services bookings are recommended to be booked in advance to prevent disappointment.

Price Policy

Prices promoted are for the hire of the vehicle and driver/chauffeur for the publicised time and are valid until 31/12/2019. Prices are subject to increase due to changes in the Market, Legislation and/or circumstances beyond our control.

We reserve the right to amend the price of any Travel Service at any time and correct errors in the prices of confirmed services

Where price amendments are necessary, you will receive notification in writing/e-mail well in advance of your departure date. Should any amendment be unacceptable, the booking may be cancelled in accordance with our Cancellation Policy. No penalty or administration charge, in this case, will be charged

All prices include VAT, statutory insurance, all taxes and any extra items booked in your confirmation. **It does not include**, personal insurance, snacks, meals, refreshments, optional activities, entrance fees & gratuities unless otherwise specified in your confirmation document.

Bookings & Payment Terms

Subject to availability all Travel Services can be booked by telephone, online, via E-Mail or through our registered agency partners. All services

must be paid for in full prior to departure, either by PayPal/credit/debit card or cash (*at our offices in Kendal or Windermere*). For bookings made and agreed up to 28 days in advance full payment must be taken. Full payment must be made 1 month prior to the start of hire unless an agreement has been made in writing otherwise

Deposits

For bookings made in advance beyond 28 days a 50% (or % agreed between parties) of the agreed full amount must be paid on booking. If booked through your travel agent their payment T&C's may apply.

Where full payment is not received at the time of booking, we may, at our discretion provisionally reserve your booking but reserve the right to re-allocate it, should another customer request and secure a tour vehicle by payment. In this case we will notify you to enable you complete your payment.

Your booking is confirmed and a binding contract when the full cost of your booking (*where applicable*) has been received and we issue you with a booking confirmation (*sent to your Travel Agent if booked through them*)

Please contact us (*or your travel agent*) immediately (*no later than 5 days of receipt*) if any information on the booking confirmation is incorrect or incomplete. We will endeavour to rectify any mistake/omission notified to us within the time limit as above without charge.

If outside this limit we reserve the right to ask you to meet the costs of any administration amendments (*see cancellation table below*) or to return your payment in full and to cancel your booking confirmation. Where an amendment cannot be made, and the original booking cannot be confirmed then the Cancellation Policy as detailed in this document shall be applicable

Lakeside Travel Services, 35 Allhallows Lane, Kendal LA9 4JH. Tel: 01539 239 888

Lakeside Travel Services is a Trading name of Lakeside Taxis Ltd (Kendal & Windermere) (incorporating Lakeside Taxis, Private Sightseeing Tours, Executive Cars, Wedding Cars, Airport & Nationwide Transfers, Private (Group) Minibuses.

Co Reg: 08739198 - VAT Reg No: 175 8799 36.

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Cancellations by you

Should you need to cancel your booking or any part of it, you must notify us immediately by phone or e-mail. Since costs can be incurred in the late cancellation of bookings we are obliged to make the following charges:

14 days Free cancellation and full refund
7 days 50% of booking fee
48-24 hours or less No refund

If we change or Cancel your tour

We must reserve the right to change or cancel your confirmed booking as occasionally, changes in circumstances may affect your booking.

For example, passenger safety is our priority and we reserve the right to cancel any bookings where we believe weather or traffic conditions make it hazardous.

Vehicles may experience mechanical faults or be involved in accidents. Driver/Guides may be seriously ill etc.

In such cases passengers will be entitled to a full refund and alternatives if available and agreed.

We only use cookies on our website to monitor the number of visitors -we do not record or store any information about you.

Reserved Rights

The right is reserved to accept or retain any person at the discretion of the management. If circumstances warrant such action a full and documented reason shall be provided and a full refund provided in accordance with our cancellation policy. No compensation, consequential losses, additional travelling costs or other such claim shall be accepted for some of the following reasons:

- Physically Violent, Verbal Abuse or Racist behaviour of any sorts
- Failure to comply with the Laws of the UK

- Drunken or Drug related disorderly behaviour
- The taking of, carrying or mis-use of any un-prescribed drugs
- The taking and carrying of alcohol when on tour in the vehicle
- Refusal or failure to provide suitable evidence of entitlement to partake on the tour
- Refusal or failure to comply with health & safety issues
- Refusal or failure to pay the correct fee for the tours
- Any other behaviour deemed unsuitable, dangerous or insulting to driver, passengers and/or 3rd party partners

We reserve the right to re-allocate any booking at any time

Spillage & Soilage Charge:

Any spillage and/or soilage caused within the vehicle will incur a charge of up to maximum £100. This charge covers the cost of a valet and the lost revenue whilst the vehicle and driver are off the road. This will be dependent on its nature and at the discretion of the driver.

Data Protection

Your personal data is protected by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR) from May 2018. Your name, address, online details and/or payment card details will not be passed onto any third parties and is held securely on our IT systems for booking purposes only

Personal card details that are provided to enable payment to us via PayPal/Credit/Debit cards will be destroyed once payment has been approved. Any Name, Address, Tel, Mobile, e-mail address that has been recorded will only be stored with your permission by you *opting in* to receive more information/offers from the Company. You have the right to ask that any information on yourself that has been recorded and stored with your permission be removed at any time.

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Concession Requirements

We accept bookings on face value and at our discretion any proof regarding concession entitlement at time of booking or during fulfilment may be requested. A legal document should be provided that contains a recognisable photograph and date of birth. We reserve the right to withdraw any such concession and request any difference.

Third Parties & Attractions

Many tours may include a number of visitor attractions which are operated by 3rd parties. They have their own specific reservation rules, payment procedures, T&C's and H&S rules which are applicable with these T&C's. We are, however, not liable for any damages, loss or closures to do with these 3rd parties.

Children

Children under 14 years of age must be accompanied by an Adult, at all times. Adults must remain in full responsibility of children at all times. All children Inc. babies must occupy their own seat. Infant carriers & child seats should be provided by parents for any long- distance transfers and tours. We can provide child seats on request but the company will not be liable for any injury sustained directly through its use.

Animals & Pets

Registered & Documented guide dogs or trained dogs assisting persons with Special needs are accepted but full responsibility must remain with the accompanying person, including feeding, hygiene and control.

Alcohol, Tobacco & Non- Prescribed Drugs

We promote a zero- tolerance policy on all vehicles which are smoke, alcohol and non-prescribed drug free.

Insurance

The Company operates under UK law and has compulsory & statutory insurance against accident and 3rd party liability. It is highly recommended that you have/obtain Personal/Travel insurance

against injury, theft, loss or any other event not included

Lost Property

We are not responsible for any items of property left on our vehicles. Items left at the end of your journey will be tagged and held at our office in either Kendal/Windermere for a period of 1 month after which if not claimed will be disposed of. Please do not ask our drivers to take care of your property whilst you are away from the vehicle.

Luggage Storage

We do not store heavy luggage on board vehicles whilst on tour. We are happy to transport your luggage when we collect you and store luggage free of charge for all customers on tours at our Kendal and/or Windermere Offices. However, you may carry small day bags on board.

Drivers' Hours & Rest period regulations

The hours agreed with drivers for the operation of any hire vehicle must be strictly observed (except in cases of emergency or division) as they are subject to regulations governing drivers' hours and rest periods. We reserve the right to curtail or otherwise alter any hire which does not comply with the relevant regulations.

Extra Hours: Waiting Charge:

All transfers & tours are charged within specified times with vehicles & drivers. With the exception of traffic/flight/rail delays, breakdown, extreme weather and/or emergency's, any time delays caused by the client(s) over 30 minutes at pick up, during tours or transfers or at point of dropping off will incur a Waiting Charge charged at £25.00 per hour (after the first 30 minutes) and then £6.25 per 15 minutes after that. This charge is also applicable on extra waiting time as an accumulation across a range of journey's booked

Route & Time Variation

Should the vehicle be detained by the hirer beyond the contracted period, the company reserves the right to make an additional charge of (*see above*). Vehicles must depart at agreed times with the

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hirer. The Company will not be liable for any loss or injury sustained by any passenger(s) who fail to join the vehicle at the appointed time

If you have a Complaint

Should you wish to make a complaint about any aspect of your tour/hire, please bring it to our attention in writing/e-mail asap after the tour.

We will investigate and resolve the issue with you within 28 days of receiving your complaint without

either party involving any 3rd parties or outside solicitors, litigation or counsel. Any complaint not being satisfactorily resolved shall be agreed, settled and binding by arbitration under English law

Force Majeure

Except where otherwise stated in these T&C's we do not accept any liability or pay compensation where the contractual obligations of our service or services of 3rd parties even with all due care,

foresight and avoidance is prevented or affected by such events as war, threat of war, riot, civil dispute, terrorism, industrial disputes, natural disasters, adverse weather, fire, floods, act of God etc. Events are not limited to those stated.

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