

GRINDLES



PROVIDING LUXURY COACH
TRAVEL FOR OVER 30 YEARS

Coach Holidays

UK and European

2026

Lake Achensee, Austria

Welcome



Hello! It gives us great pleasure to welcome new and existing customers to our holiday brochure for 2026.

As per previous years, although a smaller collection, we have hand-picked some exciting destinations that are firm favourites with our valued, regular customers. We are particularly excited to once again offer a few European holidays, something that we haven't done for a few years. We are pleased with this year's small selection, and hope that you all agree and find holidays that tickle your fancy!

Our holidays are jam-packed and full of excursions to keep you all busy and entertained. All of these excursions/entrances are included unless stated otherwise, ensuring that your holiday is as cost-free but carefree as possible.

Our main aim, as per usual, is to provide great customer care and make your holiday thoroughly enjoyable.

Through our continued investment you will be travelling on modern, comfortable coaches with all of the expected safety features.

We would like to thank you all that have travelled with us in previous years and look forward to welcoming you in 2026, as well as many new customers who we are excited to meet.

Please take time to browse our brochure and we hope that you find your perfect holiday.

Kind Regards and Best Wishes,

The Grindles Team

Travel Planner

Departure Date	Tour Name	No. Days	Page No.
15 April 2026	Torquay	5	6
24 April 2026	Holland - Bulbfield and Windmills	4	7
7 May 2026	Four Rivers Cruise Germany	8	8 - 11
12 Aug 2026	Austria - Boats and Trains	8	12 - 14
28 Oct 2026	Yorkshire Rail and Sail	5	15
16 Nov 2026	Bournemouth Turkey and Tinsel	5	16
30 Nov 2026	North Wales Turkey and Tinsel	5	17

Welcome Aboard!

Alight one of our coaches at one of our many departure points ready for a great holiday experience.

We are proud of our fleet of modern comfortable coaches. When travelling your coach will have:

- Complimentary Wi-Fi
- Comfortable, reclining seats with seat belts
- Full Air-Conditioning
- Toilet/Washroom facilities
- Hot/Cold drinks*
- Regular comfort stops

*(Drinks are reasonably priced. Hot Drinks may not always be available)

Departure Points & Booking Info



Departure Points

We have many departure points to choose from in the local area for your convenience. Additional departure points may be available. Please enquire upon booking.

- Monmouth / Cattle Market
- Ross-on-Wye / Cantilupe Road
- Coleford / The Angel Hotel
- Mitcheldean / The Church
- Drybrook / The Cross
- Cinderford / Bus Station
- Gloucester / The Lister Buildings
- Cheltenham / Royal Well (Bus Station)
- Lydney / The Bus Station
- Chepstow / The Bus Station
- Newent / The Library

How to Book

We want to make your holiday as carefree as possible. Therefore we have a variety of ways to book.



Online:

www.grindlescoaches.co.uk



Phone:

Call 01594 822110



Booking Office:

Visit our Booking Office in Cinderford

Holiday Requirements

Have a look at your itinerary to see whether you need your passport and which currencies you will require.



Passport Required



Passport Not Required

Hotel Amenities

We have included, for each holiday, a list of amenities that you can expect the hotel to have when you arrive. See key below.



Tea/Coffee



Wifi



Air Con



Television



Pool



Telephone



Restaurant



Lift



Bar



Towels



Hairdryer

Book Your Grindles Coach Holiday Today!



Online

www.grindlescoaches.co.uk



By Phone

Call:
01594 822110



**Booking
Office**

4 Dockham Road,
Cinderford

Torquay



£499pp
(single)



£465pp
(twin/double)

Staying at: The Livermead House Hotel, Torquay
Wednesday 15th - Sunday 19th April 2026

Wednesday: Following a morning departure we travel through the West Country, into Devon and on towards Torquay, making the usual refreshment stops en-route. We spend four nights at the popular Livermead House Hotel. A traditional hotel that prides itself on its silver service dining. The hotel occupies an excellent position overlooking the bay.

Thursday - Saturday: During our stay in Torquay we have included various excursions. They are a day to the popular town of Brixham and then to the Riverside Town of Totnes. A one way steam railway journey from Paignton to Kingswear, cross the river Dart to Dartmouth where we have time to spend in this delightful town. We return to Torquay on our coach and we have a day out to the coastal town of Exmouth, where we enjoy a cruise on the River Exe.

Sunday: This morning we leave Torquay and commence the homeward journey. On the way we make a stop in the popular coastal resort of Sidmouth. Later we continue our journey, making the usual comfort stops we arrive by late afternoon.

Includes:

- Luxury Coach Travel
- 4 Nights Half Board
- All Rooms En-Suite
- Porterage
- Tea/Coffee and Biscuits on arrival
- Excursions as Stated
- Entertainment
- Sea View Rooms Available (Supplement) Please Enquire when Booking



Hotel:

A 3 Star elegant hotel built in 1820 on Torquay sea front. A perfect location for exploring the English Riviera. The Livermead has extensive facilities, including charming gardens, outdoor pool, solarium and sauna and fitness room.

HOTEL AMENITIES:
See page 4 for key.



CURRENCY:

£ (Pounds Sterling)

Holland Bulbfields and Windmills

Staying at: The Van Der Valk De-Bilt Hotel, Utrecht
Friday 24th - Monday 27th April 2026

£595pp
(twin/double)

£793pp
(single*)

Friday: Following an early start we travel to Dover where we board the ferry for the short sea crossing to Calais. On arrival we re-join our coach and travel through Northern France into Belgium and on into Holland. We arrive at the Van Der Valk De-Bilt Hotel in Utrecht during the evening. Here we spend three nights.

Saturday: This morning we travel to the North of Amsterdam to Zaanse Schans. This is an outdoor museum with traditional buildings and windmills. Here it is possible to see the Clog maker at work and other crafts. Afterwards we visit the pretty town of Volendam. Here it is possible to see some of the locals wearing traditional Dutch costumes.

Saturday: Today we travel towards the coastal region and have a tour around the spectacular Bulbfields. Afterwards we visit the Keukenhof Gardens, with over 70 acres

of spectacular flower beds and pavilions. This is the highlight of the tour. The Keukenhof is the showcase for all the local bulb growers to show their latest blooms.

Sunday: This morning we leave our hotel and commence the homeward journey. We travel to Calais where we board the ferry for the return sea crossing to Dover. On arrival we rejoin our coach and continue our journey making the usual refreshment stop. We arrive during the evening.

Includes:

- Luxury Coach Travel
- Return Ferry Crossings
- 3 Nights Half Board
- All Rooms En-Suite
- Tea/Coffee after Dinner
- Excursions as Stated
- Entrance into Keukenhof Gardens

Hotel:

Nestled on the edge of woodland in the central Netherlands, the Van der Valk Hotel De Bilt - Utrecht offers a peaceful and accessible base just minutes from the city of Utrecht. The modern 4-star hotel features 102 comfortable rooms, an inviting terrace restaurant serving locally-sourced cuisine.

HOTEL AMENITIES:
See page 4 for key.



CURRENCY:
€ (Euros)

Four Rivers Cruise Germany

Sailing on MS Leonardo Da Vinci

Thursday 7th May - Thursday 14th May 2026

Thursday: Following an early start we travel to Dover where we board the ferry for the short sea crossing to Calais. On arrival we rejoin our coach and travel through Northern France into Belgium and on into Luxembourg to Remich. Here we board the ship. After settling into our cabins we are introduced to the crew at a welcome cocktail, followed by an evening of entertainment.

Friday: This morning there is an optional guided tour of Luxembourg City by coach. The city is a real mix of styles and cultures. A walking tour of the city gets a closer look at some of the sites, including the Place Des Armes, Place De La Constitution, Capital Buildings, Corniche, The Old City, The Grand Ducal Palace and Place Guillaume II. After the tour we can enjoy some free time before returning to our ship in Remich. This afternoon there is an optional visit to a winery with tasting. The vineyards are well known for their sparkling wines.

We will discover the secrets to winemaking while strolling through the underground passages. After the tour we make our way to the historical centre of Remich where we can enjoy some free, known as the "Pearl of the Moselle". This charming city is surrounded by an outstanding panorama of vineyards and forests. Later we return to our ship. This evening we cruise to Saarburg. Join us for an evening of entertainment.

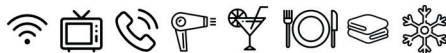
Saturday: This morning is spent cruising the Sarre and the Moselle towards Trier. We arrive in Trier by late morning. This afternoon there is an optional guided tour of Trier. Discover the Roman Vestiges and heritage here. The splendid view of the city offers views of the Moselle and its magnificent landscape. Trier is known for its well preserved Roman and Medieval buildings and is also home to some impressive churches as well. We will see the Amphitheatre, The Imperial Baths, The Roman Basilica and the Porta Nigra, one of the best preserved Roman city gates.

Ship:

The MS Leonardo Da Vinci is an elegant river cruise vessel operated by CroisiEurope which offers relaxed and scenic voyages along the Rhine and its adjoining rivers. Built in 2003 and fully refurbished in 2011, she measures approximately 105 m in length and 11.4 m in width.

SHIP AMENITIES:

See page 4 for key.



CURRENCY:

€ (Euros)





 £2198pp (single)	 £2058pp (single)
 £1654pp (twin/double)	 £1514pp (twin/double)

After we return on board we will cruise to Cochem, once again join us for an evening of entertainment.

Sunday: We arrive in Cochem early in the morning. During the morning there is an optional guided tour of Cochem Castle. The imperial Castle sits on a mighty crag over the Moselle River and is reached by a minibus transfer. The Castle dates back to the 11th Century, after being destroyed by the French in the 17th Century, it was re-built from scratch in a Neo-Gothic style. We also have time at leisure to enjoy this popular riverside town with its narrow winding streets and lovely half timbered homes. The historic square and the early walls, gates and churches. The afternoon will be spent cruising along the Moselle River, one of the most beautiful tributaries of the River Rhine towards Koblenz. Enjoy the calm as we pass charming villages, vineyards and what seems like a Castle on every peak. Once we arrive at the end of the afternoon, explore the city with our host or hostess. The rest of the evening is at leisure.

Cochem



Key onboard features include a panoramic restaurant on the upper deck (where large windows let you take in the scenery), a lounge and bar with a small dance floor for evening socialising, and a sun deck equipped with comfortable loungers and shaded seating – perfect for watching riverside landscapes drift by.

SHIP AMENITIES:
See page 4 for key.



CURRENCY:
€ (Euros) 

Four Rivers Cruise Germany



Monday: This morning we will pass through the beautiful and romantic Rhine Valley, majestic Castles, mysterious ruins and famous vineyards. The countryside is known for its legendary German Royalty and fabled Lorelei Rock. We arrive in Rudesheim by late morning. During the afternoon join us for an optional guided tour of Rudesheim. First we enjoy a guided tour of the local vineyards on a tourist train. Then we can participate in a wine tasting in the historic rooms of the Bassenheimer HOF. Afterwards we head to Siegfried's Mechanical Music Cabinet, located in a lovely 15th Century building. This museum holds a collection of fascinating musical instruments ranging from tiny delicate music boxes to an enormous orchestration. In the evening, the famous Drosselgasse with its numerous cafe's, bars and music awaits us. Our ship will begin to cruise to Mannheim at the end of the evening.

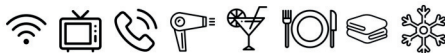
Tuesday: We arrive in Mannheim early in the morning. This will be our starting point for the optional excursion to Heidelberg, known as the most romantic city in Germany. It has inspired many a painter and poet with it's beauty. We will visit the partially ruined, red sandstone Castle that sits majestically above the city overlooking the Neckar River. Up to the thirty years war Heidelberg boasted one of the most notable ensembles of buildings in the holy Roman Empire. While time has taken its toll, the Castle's fame lives on to this day. One of the most popular attractions is a giant wine barrel, built in 1591 it held about 34,000 gallons of wine collected from the Palatinate in payment of taxes. The facade of the Friedrich building, displaying a perfect gallery of portraits from the Royal line is also a must see. After our visit we will go to the historical centre of the city to take in the many sites. Enjoy some free time before returning on board in Heidelberg.



Highlights:

- Luxembourg City Tour
- Moselle Wine Experience
- Historic Trier
- Charming Cochem
- Romantic Rhine Valley
- Rudesheim Delights
- Heidelberg Excursion
- Gala Evening on Board

SHIP AMENITIES:
See page 4 for key.



CURRENCY:
€ (Euros)



The afternoon will be spent cruising the Neckar and Rhine Rivers towards Strasbourg. Tonight is our gala evening.

Wednesday: We Enjoy breakfast on board this morning before disembarking, from Strasbourg we travel via Metz to Reims where we spend our last night at the Novotel Hotel Reims Tinquex.

Thursday: We leave Reims and travel towards Calais where we board the ferry for the return sea crossing. On arrival we re-join our coach and travel towards home, making the usual refreshment stops. We arrive by early evening.

Please Note: the following items are not include in the price;

- Drinks from Specials List
- Drinks ordered during excursions or transfers
- Optional Excursions

Excursions must be reserved and paid for onboard.

Rudesheim

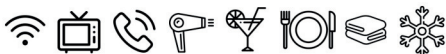


Includes:

- Luxury Coach Travel
- 6 Nights Half Board
- 1 Night Half Board (Reims)
- Meals and Unlimited Drinks (on Ship)
- Welcome Drink
- Farewell Gala Dinner
- Assistance from onboard multilingual hosts
- Onboard Entertainment

SHIP AMENITIES:

See page 4 for key.



CURRENCY:

€ (Euros)

Austria

Boats and Trains of Lake Achensee

Staying at: The Landgasthof Hotel Fischerwirt, Achenkirch
Wednesday 12th - Wednesday 19th August 2026

Wednesday: Following an early start we travel to Dover where we board the Ferry for the short sea crossing to Calais. On arrival we rejoin our coach and continue our journey through France, passing Reims and on towards Metz where we spend our first night at the Hotel Mercure, Metz Centre.

Thursday: This morning we continue through France and on into Germany passing Stuttgart, Ulm and Munich. Soon we are into Austria and the Tyrol Region. We arrive at the Landgasthof Hotel Fischerwirt by late afternoon where we spend the next five nights. The Hotel is peacefully located at the very top of Lake Achensee close to the small village of Achenkirch. Just a short stroll from the Hotel there is a shop and cafe as well as the Lake itself, there is a regular bus service from the Hotel to the Village Centre as well as the nearby Town of Maurach. Here there

are more shops, cafe's and a cable car. The Hotel has a bar and small lounge, a bright Restaurant and large outdoor terrace area. There is also a small wellness centre with a Sauna for guests.

Friday - Monday: During our stay here we have included various excursions. They are a return cruise on Lake Achensee, Scholastika to Pertisau. A one way journey on the Zillertalbahn from Jenbach to Mayrhofen. As we travel in style, we marvel at the Peaks and beautiful scenery. In Mayrhofen we have time at leisure in our stunning surroundings framed by the majestic Zillertal Alps. We have a visit to the Tyrolean Capital of Innsbruck, surrounded by the jagged Rock Spires of the Nordkette Mountain Range. Maybe enjoy a horse and carriage ride through the streets of the Old Town to discover some of the most important sights. Including the Hofgarten,

Hotel:

Nestled in the heart of the Tyrolean Alps, the charming Landgasthof Hotel Fischerwirt offers a warm and welcoming retreat just moments from the crystal-clear waters of Lake Achensee. This traditional, family-run hotel combines Austrian hospitality with modern comfort, featuring cosy alpine-style rooms, and stunning mountain views.



HOTEL AMENITIES:
See page 4 for key.



CURRENCY: € (Euros)



£1,077pp
(single)



£999pp
(twin/double)

the ornate 15th Century golden roof designed as a Royal Box for the Emperor. The Column of Saint Anne and the Triumphal Arch, on our return we make a stop in the pretty town of Ballenberg, where the speciality is ornate glassware. Also included is the beautiful Lake Tegernsee, across the border into the Bavarian Alps in Southern Germany. We embark on a circular lake cruise from Tegernsee and make various stops on our scenic journey before arriving in Rottach. We have free time here for lunch then we rejoin our boat for our return journey to Tegernsee, with some free time here, maybe stroll the lovely Promenade or visit the beautiful church. On one afternoon we return early for coffee and cake at the Hotel.

Mayrhofen



Includes:

- Luxury Coach Travel
- Return Ferry Crossings
- 7 Nights Half Board
- All Rooms En-Suite
- Excursions as Stated
- Tea/Coffee After Dinner
- Lake Achensee Cruise
- Zillertal Train from Tenbach to Mayrhofen
- Circular Cruise of Lake Tegernsee
- Themed Farmers Buffet (1 Evening)
- Coffee and Cake (1 Afternoon)

HOTEL AMENITIES:
See page 4 for key.



CURRENCY:
€ (Euros)

Austria continued



Tuesday: This morning we leave this lovely region of Austria and commence the homeward journey into Germany retracing our outward journey and on into France and to Metz where we spend our last night at the Hotel Mercure Metz Centre.

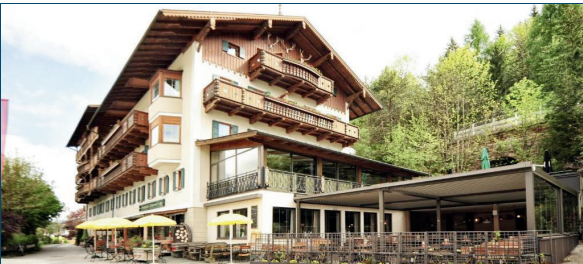
Wednesday: The last day of our holiday. We travel to Calais for the return ferry crossing to Dover. On arrival we rejoin our coach and continue our journey towards home, arriving during the evening.

Innsbruck



Hotel:

Nestled in the heart of the Tyrolean Alps, the charming Landgasthof Hotel Fischerwirt offers a warm and welcoming retreat just moments from the crystal-clear waters of Lake Achensee. This traditional, family-run hotel combines Austrian hospitality with modern comfort, featuring cosy alpine-style rooms, and stunning mountain views.



HOTEL AMENITIES:
See page 4 for key.



CURRENCY: € (Euros)

Yorkshire Rail and Sail

Staying at: The Crown Hotel, Harrogate

Monday 28th September - Friday 2nd October 2026



£555pp
(twin/double)



£668pp
(single)

Monday: Following a morning departure we travel through the Midlands and on into Yorkshire, making the usual refreshment stops en-route. We arrive in Harrogate during the afternoon. Here we spend four nights at the Crown Hotel. The Hotel is an impressive three star located in the antique quarter of Harrogate. The Royal Pump Room Museum, Valley Gardens, Betty's Tea Rooms and the Turkish Baths are all just a minutes walk away.

Tuesday - Thursday: During our stay in Harrogate we have included the following excursions. A return journey on the Wensleydale Railway, the charming town of Skipton with a Canal Cruise with Tea/Coffee and Biscuits. A full day Yorkshire Dales excursion with a local tour guide and a day in the beautiful city of York, with a visit to the National Railway Museum.

Friday: This morning we leave Harrogate and commence the homeward journey, making the usual refreshment stops. We arrive during the late afternoon.

Includes:

- Luxury Coach Travel
- 4 Nights Half Board
- All Rooms En-Suite
- Excursions as Stated
- Porterage
- Tea/Coffee on arrival

Hotel:

Step into timeless elegance in the heart of historic Harrogate at The Crown Hotel – a grand building with over 300 years of heritage. Located directly opposite Montpelier Gardens and within easy walking distance of boutique shops, cafés, this hotel offers the perfect base for a comfortable and memorable stay.

HOTEL AMENITIES:

See page 4 for key.



CURRENCY:

£ (Pounds Sterling)

Bournemouth Turkey and Tinsel



Staying at: The Ocean Beach Hotel & Spa, Bournemouth
Monday 16th - Friday 20th November 2026

£435pp
(twin/double)

£526pp
(single)

Monday: Following a morning departure we travel towards the South Coast. We make a lunch stop in the City of Winchester. Afterward we continue our journey to Bournemouth, arriving during the afternoon. Here we spend four nights at the Ocean Beach Hotel and Spa four our pre-Christmas Turkey and Tinsel break.

Tuesday: This morning we board our coach and travel to the lovely city of Salisbury with its beautiful Cathedral and nice selection of shops. Later we return our Hotel for Sherry and Christmas Cake.

Wednesday: Today we have a day at leisure, maybe a walk into Bournemouth or a stroll along the Cliff Top and Promenade.

Thursday: This morning we travel the short distance to Poole. We return to the Hotel where there is an Afternoon Tea Dance and festive entertainment. Before dinner join us in the lounge area for a complimentary glass of Bucks Fizz.

Friday: This morning we leave Bournemouth and commence the homeward journey, making the usual refreshment stops. We arrive during the afternoon.

Includes:

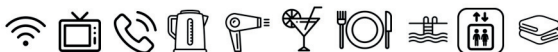
- Luxury Coach Travel
- 4 Nights Half Board
- All Rooms En-Suite
- Excursions as Stated
- Turkey and Tinsel Festivities
- Full Festive Entertainment Programme



Hotel:

Perched high on Bournemouth's East Cliff with sweeping views of the bay, the Ocean Beach Hotel & Spa is a stylish seaside haven perfect for a relaxing coastal break. Guests can unwind in the outdoor pool, indulge in soothing treatments at the Oceana Day Spa, or simply enjoy the fresh sea air from the sun terrace.

HOTEL AMENITIES:
See page 4 for key.



CURRENCY:
£ (Pounds Sterling)

North Wales Turkey and Tinsel



Staying at: The Beaufort Park Hotel, Mold

Monday 30th November - Friday 4th December 2026

Monday: Following a morning departure we travel through the West Midlands and on towards North Wales. We make a stop for lunch in the popular Riverside Town of Llangollen. Afterwards we continue our journey over the Horseshoe Pass on towards Mold. Here we spend four nights at the popular Beaufort Park Hotel for our pre-Christmas Turkey and Tinsel break.

Tuesday: This morning we board our coach and travel to the vibrant city of Liverpool, with its historic waterfront, The Albert Dock Development, excellent shopping and legendary music connections. Later we return to our Hotel.

Wednesday: Today we travel to the popular coastal resort of Llandudno, en-route we can make a stop at the popular outlet centre close to St Asaph.

Thursday: This morning we make the short journey to the very popular City of Chester. At this time of the year there is the popular Christmas Market here. The City has a good selection of usual high street shops as well as many independent shops and the Two Tier Shops, known as the Rows.

Friday: Today we leave our Hotel and commence the homeward journey. We make a lunch time stop in the Riverside Town of Shrewsbury. Afterwards we continue towards home, arriving during the late afternoon.

Includes:

- Luxury Coach Travel
- 4 Nights Half Board
- All Rooms En-Suite
- Excursions as Stated
- Porterage
- Turkey and Tinsel Package



Hotel:

Nestled just outside the historic market town of Mold, the Beaufort Park Hotel offers a warm Welsh welcome and a relaxing base for exploring the scenic beauty of North Wales. This comfortable, family-run hotel features stylish, well-appointed rooms, a cosy bar and restaurant serving hearty local cuisine, and friendly service throughout your stay.

HOTEL AMENITIES:
See page 4 for key.



CURRENCY:
£ (Pounds Sterling)

Booking Terms and Conditions

Financial Protection

Grindles Coaches Ltd have taken out insurance to meet the Package Travel & Linked Travel Regulations 2018. The policy is underwritten by Liberty Mutual Insurance Europe SE through its UK branch. Liberty Mutual Insurance Europe SE UK Branch is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (registered number 829959). Liberty Mutual Insurance Europe SE UK Branch address is 20 Fenchurch Street, London, EC3M 3AW.



Please refer to our website for further information www.grindlescoaches.co.uk/financial-protection-customer-information or should you require a paper copy please contact International Passenger Protection Ltd, IPP House, 22-26 Station Road, West Wickham, BR4 0PR.

Should a claim arise please notify Sedgwick Claims Management Services as soon as possible, quoting the name of the Policyholder and the reference TOFI UK/1 2025 and giving full details of what has happened by one of the following methods:

- Online claims reporting: www.ipp.london.co.uk/claims.asp
- Telephone: +44 (0)345 266 1872 4 IPP TOFI PS UK/1 2025
- Email: ippclaims@uk.sedgwick.com
- IPP Claims at Sedgwick 14-16 Park Place Cardiff CF10 3DQ

Booking and Payment

When a booking is made the 'lead name' on the booking guarantees that they are over 18 and has the authority and accepts on behalf of the party the terms of these booking conditions and pays the deposit as indicated. Once your booking is accepted, deposits paid and the arrangements you wish to book are available you will receive a confirmation from us within 14 days. The confirmation will include any special requests that you have made. A binding agreement will come into existence between us when we dispatch this invoice to the 'lead name'. Please check the confirmation carefully to check that all details are correct. This contract is governed by English Law, and the jurisdiction of the English Courts.

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 on all holidays: £40.00 per person.

You will be informed of your balance

due date. All remaining balances must be paid by this date. If you book within our balance due period, you will need to pay the total holiday cost at time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain the deposit and apply the cancellation charges detailed in the paragraph below. The date of cancellation will usually be the date that we receive your written confirmation or 14 days after the balance due date, whichever comes first.

PLEASE NOTE THAT DEPOSITS ARE NON-REFUNDABLE.

Single Occupancy

Single occupancy of rooms may be subject to a supplementary charge. This will be shown in the brochure. However, these charges may vary once we have exceeded the number of rooms within our initial allocation from the hotel. Where we state 'No Single Supplement' this is only applicable for the number of single rooms that we have secured with the hotel. Once this initial allocation has been exceeded we may be able to secure additional single or single occupancy rooms at an additional charge. Any additional charges will be detailed by a member of our staff and the time of booking and confirmed in writing on your confirmation and invoice.

Brochure Accuracy/Changes by us

Although Grindles Coaches Limited 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.

Our itineraries are set many months in advance and sometimes changes take place that are beyond our control. Grindles Coaches Limited will always try to notify each client of any such change but we reserve the right to alter itineraries without prior notification.

Booking Amendments/Changes

In the event of any amendments to your booking we will do our best to accommodate you. Any alterations must be made in writing by the lead contact on the booking form. Please note that an administration charge of £20.00 will be made for each amendment/change.

Transferring Your Booking

If you wish, 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. This transfer will cost £20.00 plus any reasonable costs to make the transfer. You will remain

responsible for the payment before the balance due date. This is in addition to (and does not affect) the separate liability of the transferee to us.

Cancellations

You or any member of your party, may cancel your holiday at any time provided that the cancellation is made by the person signing the booking form and is communicated to us in writing via the office. 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 be taken from the date on which we receive your written confirmation of your cancellation. 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 price. 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.

Scale of Cancellation Charges

PERIOD BEFORE CANCELLATION

CHARGE SHOWN AS A PERCENTAGE OF TOTAL TOUR PRICE DEPARTURE WITHIN WHICH A WRITTEN CANCELLATION IS RECEIVED BY GRINDLES COACHES LIMITED

- More than 42 days, **Deposit**
- 35 - 42 days, **40% of Total Holiday Cost**
- 28 - 34 days, **60% of Total Holiday Cost**
- 14 - 27 days, **80% of Total Holiday Cost**
- 1 - 13 days, **100% of Total Holiday Cost**

Special Needs/Disabilities

In general our holidays are not necessarily suitable for severely disabled persons and many hotels overseas do not provide adequate facilities for guests with mobility problems or who suffer from other disabilities. However, we are happy to advise and assist you in choosing a suitable holiday. 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 and enjoyable.

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. Our drivers/tour managers will be happy to provide general assistance to passengers but will not be expected to provide assistance that extends to bodily lifting and carrying of any customers on and off the coach or undertake any action that may put their health, safety or welfare at risk.

We will accept lightweight wheelchairs for travel, subject to them being able to fit in the luggage hold of the coach. (We must be informed at time of booking and it noted on the booking form.) This means we cannot carry battery powered wheelchairs or scooters that need to be taken apart for storage.

Passenger Behaviour

We want all our customers to have a happy and carefree holiday. However, you must remember that you are responsible for your behaviour and hygiene and the effect it may have on others. If you or any of your party is abusive or disruptive or behaves in a way which, in our reasonable opinion, or which could damage property, we have the right, after reasonable consideration, to terminate your contract with us. If this happens we will have no further obligations or liability to you. The coach driver/tour manager, or authorised official of other means of transport is entitled to refuse you boarding if in their opinion you are unacceptable 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 cancellation by you and we will apply our cancellation charges as listed below. If the refusal is on the inward journey we will have no further obligations or liability to you. Please note that all our coaches are non-smoking and we do not allow the drinking of alcohol or the eating of greasy or odorous foods or chewing gum.

Coaches

We will always do our utmost to provide a coach to the specification to our brochure or advert, but reserve the right to substitute an alternative vehicle should there be unforeseen circumstances. There is a seating plan, however, in some cases for operational reasons may require a coach with a different configuration. We reserve the right to change a coach seating plan and allocate seats other than those booked. Single passengers may be required to share a double seat with another single passenger. When your booking is confirmed we will offer you the best seats available at the time.

Specific seats will not be allocated on coaches operating a feeder service between departure point and coach meeting point if applicable.

Travel Documents/Passports/Departure Points

If your holiday involves travel outside of the UK and you are a British Citizen

then you must bring your passport with you. This passport will need to be a full 10-year British passport (machine readable) valid for a further 6 months after your holiday. If you do not hold a British Passport or you 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. Grindles Coaches Limited cannot be held responsible for any passenger travelling without the correct documentation.

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

If the holiday involves travel outside the UK you should obtain a European Health Insurance Card. This will ensure that you can obtain medical treatment if you become ill. You can obtain an EHIC Card from the Department of Health online or by telephone.

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 arrangement 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 inform us in advance so that we can maximise the enjoyment of your 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 please contact 01594 822110. 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.

Pets

We do not allow pets to be taken on our holidays. Registered Assistance Dogs will normally be accommodated subject to discretion.

Prices/Surcharges

The price of your holiday is subject to change due to increases in transportation costs, including fuel (including fuel tax) ferry operated fares & toll charges, fluctuations in exchange rates etc. Please note that all our prices are based on a minimum of 30 passengers travelling.

Child Reductions

These are issued on application unless otherwise stated as reductions depend on each tour and the reduction received from the hotel.

Please note: We feel that our extended tours are unsuitable for children under the age of 11 years old due to the

distance required to travel. We apologise for any inconvenience that this may cause.

Travel Insurance

We strongly recommend that all clients arrange travel insurance.

Complaints Procedure

In the unlikely event that you should have a complaint about your holiday, you should first make contact with our Tour Manager/Driver on-site. If they are unable to resolve the matter for you, you should put your complaint in writing within 14 days of the return of your holiday.

Refreshment Stops

On all our tours it is our policy to make frequent stops; a suitable stop will be made when available. Please note that due to health & safety regulations all passengers must disembark from the coach at these stops.

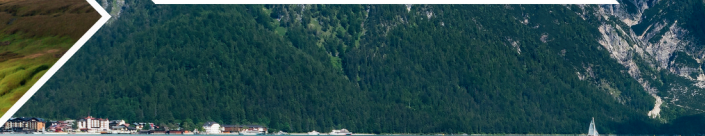
Luggage

We ask you to keep your luggage to a minimum i.e. one medium sized suitcase per person. Small overnight bags can be used on tours that feature overnight accommodation but please note that any luggage left on the coach is done so at your own risk and we cannot be held responsible for any loss or damage to property. Please note that portage is not always available between the coach and hotel and you may be responsible for your own luggage. Any item of lost luggage or property will be held for a period of 1 month following the date of the tour. There will be a minimum charge of £2.00 on collection from our office. Postage & packing will be charged extra and must be received before the item is posted.

Our drivers/tour managers will be happy to provide general assistance to passengers but will not be expected to provide assistance that extends to bodily lifting and carrying of any customers on and off the coach or undertake any action that may put their health, safety or welfare at risk.

General Data Protection Regulations

We comply with the GDPR 2018 Regulations. A copy of our privacy policy can be found at www.grindlescoaches.co.uk or you can request a copy from Grindles Coaches Limited, 4 Dockham Road, Cinderford, Gloucestershire, GL14 2AQ.



GRINDLES

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