

**38 YEARS TRADING**

**TEL 349731**

# **SWANN TOURS**

**HOLIDAYS & SHORT BREAKS 2024**



**DOOR TO DOOR  
TAXI SERVICE**

# **"THE DRIVING FORCE"**



**Jane and Darren with Dad Ken**





## **Bonded Coach Holidays & Association of Bonded Travel Organisers. Your Financial Security**

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

Therefore, you will benefit from all rights applying to packages; Swann Tours will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Swann Tours have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that they become insolvent. Swann Tours are members of the Bonded Coach Holiday Group, overseen by The Association of Bonded Travel Organisers Trust Limited. This is a government approved consumer protection scheme. This ensures that in relation to the coach package holidays described in this brochure (or website) that the clients' monies are protected by a Bond which may be called upon in the unlikely event of the members Insolvency. Clients are recommended to inspect the current membership certificate at our registered office or alternatively go to <https://www.abtot.com/bch-members-directory/> to confirm current membership.

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

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



# *Welcome...*

## **Welcome to our new selection of holidays in 2024.**

We have been working hard to ensure that we offer an exciting choice of holidays, in this our 38<sup>th</sup> year in business, from our 3 day very popular Mystery Breaks to lots of seaside holidays.

As always, we would like to offer our sincere thanks to you all our loyal customers, for your support which contributes so greatly towards the continuing success of Swann Tours. It has been another busy year and we are both humbled by your bookings and continued support, as you are aware, there are only the 2 of us who do everything in the business, from office work, cleaning and maintaining the coach to driving it and serving the hot drinks. Dad Ken is always a great support for us both.

May we also extend a very warm welcome to you if you are joining us for the first time in 2024. Our hope is that, having experienced the high standards of our holidays, you will also become one of our greatly valued regular customers/friends.

All our holidays include a door to door taxi service, which means you are picked up and returned to your home by taxi or minibus.

The deposit is **£50.00** per person per holiday and can be paid by either cash, cheque, debit or credit card.

Don't forget that, if you book 4 holidays out of this brochure, you will receive a £15.00 voucher to be used on any future bookings. We also do gift vouchers for any denomination.

Why not view our website [swanntours.co.uk](http://swanntours.co.uk) or Swann Tours Blackpool. Our email address is [info@swanntours.co.uk](mailto:info@swanntours.co.uk).

# HOLIDAY LIST

Harrogate & the Yorkshire Dales	26 Feb – 1 March
5 Day Mystery Break	24 – 28 March
South Shields & Northumbria Explorer	8 – 12 April
Weston Super Mare	22 – 26 April
Great Yarmouth	4 – 8 May
Loch & Glens & Cruise	20 – 24 May
Paignton & Steam	3 – 7 June
3 Day Mystery	9 – 11 June
Wye Valley & the Cotswolds	16 – 20 June
3 Day Mystery Break	23 – 25 June
Llandudno 6 day Summer Break	1 – 6 July
West Sussex & Portsmouth	10 – 14 July
Eastbourne 8 day Explorer	20 – 27 July
Railways on the Isle of Man	2 – 6 August
3 Day Mystery Break	1 – 3 September
3 Day Mystery Break	29 Sept – 1 Oct
Killarney & the Ring of Kerry	6 – 12 October
Scarborough & Whitby	19 – 23 October
Llandudno Turkey & Tinsel	4 – 8 November
Loch & Glen Turkey & Tinsel	25 – 29 November
2 Day Christmas Mystery Break	8 – 9 December

## ALL INCLUSIVE



5 days/4 nights at the **Cairn Hotel** Harrogate. The hotel has been carefully modernised, grand original features still welcome you to this charming Victorian hotel, located just a 5 minute walk from the centre of the Spa town of Harrogate. Dinner, bed and full English breakfast, 2 days packed lunch, 2 days soup and sandwich lunch, 3 complimentary

drinks vouchers per day choosing from selected house wines and spirits, draught beer, soft drinks, tea or coffee. Two nights entertainment. A lift serves all floors.

**Monday:** We depart Blackpool & the Fylde via our door to door taxi service, calling at Boundary Mill store en-route for free time and a lunch break, before arriving at the hotel in time for check in and evening meal.

**Tuesday:** We have a day excursion to nearby York, with some free time to visit the pedestrianised shopping area, visit the Minster one of the world's most magnificent cathedrals, or call into the National Railway Museum.

**Wednesday:** Free day at leisure in and around Harrogate with lunch included at the hotel. There's a frequent bus service to and from the town, with a bus stop directly outside the hotel ( don't forget your bus pass).

**Thursday:** We have a day excursion to Ripon on market day.

**Friday:** After breakfast we depart calling at Skipton a vibrant market town for free time to browse the outdoor markets and lunch, (packed lunch included) before heading back to Blackpool & the Fylde to meet our return door to door taxi service.

**£385.00**

**£64.00 Single Supplement**

## **3 or 4 star hotels on all our mystery breaks**

5 days – 4 nights DBB. Full of included surprises.

Guess the destination to win a prize.

Sunday to Thursday

3 course evening meals.

Entertainment programme.

Full English, Scottish or Welsh breakfast.

A lift serves all floors

Door to door taxi pick up and return service.

North, East, South or West!!!

A big value break. Passport not required.

**£385.00**

***A limited number of single rooms available without supplement***







5 days/4 nights DBB at **The Little Haven Hotel**, uniquely situated in South Shields, at the gateway to the River Tyne, boasting extensive views of the busy Tyne and Little Haven beach. We return to this very popular hotel, which we have used on multiple occasions. A lift serves all floors.

**Monday:** We depart Blackpool & the Fylde coast via our door to door taxi pick up service, comfort stops en-route, before arriving at the hotel in time for check in and evening meal.

**Tuesday:** We travel along the coast via Marsden Bay and onto Durham to visit the stylish boutiques and quirky craft shops, alongside the top named brands of shops, or, why not hop on the Durham Cathedral bus that takes you directly to the Cathedral and Castle.

**Wednesday:** We have a scenic day excursion to Holy Island via the Lindisfarne Causeway.

**Thursday:** We travel the short distance via Jarrow and Tyne Bridge to Newcastle, we also visit the Millennium Bridge and Quayside area.

**Friday:** After breakfast we depart the hotel, returning to Blackpool & the Fylde to meet our return door to door taxi service, with comfort stops en-route.

**£445.00**

**£80.00 Single Supplement**





5 days/ 4 nights DBB at the family run **New Ocean Hotel**, situated opposite the Marine Lake, with views over Weston Bay. The majority of the best shops can be found along Weston's busy high street, numerous cafes and coffee shops can also be found on the pedestrianised street. We return after 2 very enjoyable stays in 2023. Evening entertainment programme and a lift serves all floors.

**Monday:** We depart Blackpool & the Fylde coast via our door to door taxi pick up service, with comfort stops en-route, before arriving at the hotel in time for check in and evening meal.

**Tuesday:** We have a half day visit to Bath, with its bustling high street and quieter courtyards where there's always time for a sit down and coffee stop to watch the world go by.

**Wednesday:** A scenic excursion to Cheddar Gorge and historic Wells on market day.

**Thursday:** Free day at leisure for you to go off and explore Weston Super Mare.

**Friday:** After breakfast we depart the hotel for our return journey back to Blackpool & the Fylde coast to meet our return door to door taxi service, with comfort stops en-route.

**£395.00**

***A limited number of single rooms are available without a supplement.***



5 days/4 nights DBB. At the well-appointed **New Beach Hotel**, promenade Great Yarmouth. Situated in Great Yarmouth's most central location the hotel is in a prime position opposite the Britannia Pier and adjacent to the shops and the resorts amenities. The hotel has a comfortable sun lounge, where you can watch the world go by. Full entertainment programme. A lift serves all floors.

**Saturday:** We depart via our door to door taxi pick up service, with comfort stops en-route, before arriving at the hotel in time for check in and evening meal.

**Sunday:** We have a free day at leisure.

**Monday:** We visit Wroxham and take an all included relaxing cruise on the Norfolk Broads, with full commentary and includes tea/coffee and cake.

**Tuesday:** We have a coastal excursion to Sheringham and Cromer.

**Wednesday:** After breakfast we depart for our return journey, back to Blackpool and the Fylde to meet our door to door taxi service, with comfort stops en-route.

**£435.00**

**£55.00 Single room supplement**



5 days/ 4 nights DBB staying at **The Rob Roy Hotel** in Aberfoyle. The hotel is ideally situated in stunning countryside at the gateway to the glorious Trossachs, Scotland's first National Park. The hotel is a short walk away from the banks of the Forth River and the picturesque village of Aberfoyle, and is named after the legendary local folk hero Rob Roy McGregor, the hotel has friendly staff and a great Scottish hospitality. There's

a lift that serves all floors. The bedrooms are located in a separate annexe next to the main building.

**Monday:** We depart Blackpool & the Fylde via our door to door taxi pick up service calling at the lowland town of Moffat for our lunch stop, before arriving at the hotel in time for check in and evening meal.

**Tuesday:** We have an included one hour cruise with full commentary on Loch Lomond, followed by a visit to Loch Lomond Shore at Balloch.

**Wednesday:** We have a scenic Lochs & Glens circular tour.

**Thursday:** We have a half day visit to Stirling.

**Friday:** After a hearty breakfast we depart for our return journey back to Blackpool & the Fylde Coast with a lunch stop at Gretna Green, before meeting our return door to door taxi service.

**£395.00**

***A limited number of single rooms are available without a supplement.***



5 days/ 4 nights DBB at the well appointed **Queens Hotel** in the heart of Paignton. The hotel is centrally located on the level and just a 2 minute short level walk to the seafront, harbour and town centre shops. The Queens is renowned for its friendly atmosphere, homely ambience and professional staff, ensuring it's one of the best

hotels in Paignton. Guests return to the hotel year after year to sample the excellent cuisine, entertainment programme and indoor pool. A lift serves all floors.

**Monday:** We depart Blackpool & the Fylde via our door to door taxi pick up service, with comfort stops en-route, before arriving at the hotel in time for check in and evening meal.

**Tuesday:** We have a half day visit to Brixham with its vibrant high street, coffee shops and harbourside. Home to one of the largest fishing fleets in the UK.

**Wednesday:** We visit Newton Abbott for its open air market and then onto Buckfast Abbey famous for its mead. Take a walk around the Abbey's beautiful grounds or just grab a coffee and sit and watch the world go by.

**Thursday:** We have an included day excursion on the steam railway from Paignton to Kingswear, then we catch the ferry for its short sail to Dartmouth. Spend a few hours in Dartmouth, before we make the return journey back to Paignton on the steam train.

**Friday:** After breakfast we depart back to Blackpool & the Fylde to meet our door to door return taxi service, with comfort stops en-route.

**£485.00**

***A limited number of single rooms are available without a supplement.***

## **3 – 4 STAR HOTELS ON ALL OUR MYSTERY BREAKS.**

3 days/2 nights DBB. Full of included surprises.

Sunday – Tuesday.

3 course evening meals.

Full English, Scottish or Welsh breakfasts.

Door to door taxi pick up and return service.

North, East, South or West. Who Knows!!

A big Value break. Passport not required.

A lift serves all floors

**£265.00**

**£50.00 Single Supplement**





5 days/ 4 nights DBB staying at the 4 star delta by Marriott **Cheltenham Chase Hotel**. The hotel sits on the edge of the Cotswolds and is stylishly refurbished with spacious, modern bedrooms, with a spa on site including a swimming pool, sauna and Jacuzzi. The restaurant offers

a contemporary take on British classic food in a stylish setting. A lift serves all floors.

**Sunday:** We depart via our door to door taxi pick up service with comfort stops en-route, before arriving at the hotel in time for check in and evening meal.

**Monday:** We have a circular tour of the Cotswolds.

**Tuesday:** We tour the Wye Valley via Monmouth and Chepstow.

**Wednesday:** We visit Gloucester Quays, take a walk around the harbour side or visit the shopping outlet with its high end stores and coffee shops, before we travel to Regency Cheltenham.

**Thursday:** After breakfast we depart the hotel to make our way back to Blackpool & the Fylde, to meet our return door to door taxi service, with comfort stops en-route.

**£475.00**

**£160.00 Single Supplement**

## **3 – 4 STAR HOTELS ON ALL OUR MYSTERY BREAKS.**

3 days/2 nights DBB. Full of included surprises.

Sunday – Tuesday.

3 course evening meals.

Full English, Scottish or Welsh breakfasts.

Door to door taxi pick up and return service.

North, East, South or West. Who Knows!!

A big Value break. Passport not required.

A lift serves all floors

**£265.00**

**£50.00 Single Supplement**







6 days/ 5 night DBB at the family run **Marlborough Hotel**. The hotel is in one of the best positions in Llandudno, with Mostyn Street, the shopping area just around the corner and the pier and promenade just across the road. Our passengers return year after year. There's

always wide choice of food offered in the restaurant. Evening entertainment. A lift serves all floors.

**Monday:** We depart Blackpool & the Fylde via our door to door taxi pick up service with comfort stops en-route, before arriving in Llandudno early afternoon, in time for check in and evening meal.

**Tuesday:** We have a free day at leisure. Take a trip on the Great Orme tramway to the summit for a breath-taking view of Llandudno. The Grade 11 listed pier is only a few metres away from the hotel, it's the fifth longest pier in the UK, or take a short stroll to the high street for a bit of retail therapy.

**Wednesday:** We have a scenic coast & countryside day excursion.

**Thursday:** We travel to Snowdonia National Park for another scenic day excursion.

**Friday:** Free day at leisure, jump onto the Vintage coach for a scenic 4 mile tour around the Orme.

**Saturday:** After a hearty Welsh breakfast, we depart the hotel to make our way back to Blackpool & the Fylde Coast, with comforts stops en-route, before meeting our return door to door taxis.

**£485.00**

***A limited number of single rooms are available without a supplement.***



5 days/ 4 nights DBB, at the well-appointed **Royal Norfolk Hotel** on the esplanade Bognor Regis. The hotel is located on the sea front, with extensive lawns and superb channel views. This exceptional Georgian building dates from the 1830s and has been visited by the Emperor Napoleon 111 of France and various descendants of Queen Victoria. It is a short walk

to the pier and shops. Evening entertainment. A lift serves all floors.

**Wednesday:** We depart Blackpool & the Fylde via our door to door taxi pick up service, arriving at the hotel in time for check in and evening meal, with comfort stops en-route.

**Thursday:** We visit Historic Chichester and Arundel.

**Friday:** We visit Southsea and Portsmouth, with an included **Portsmouth Naval Harbour tour**, departing from Gunwharf Quays. The cruise boat has full commentary and great views of the historic naval dockyards and their modern fleet.

**Saturday:** Free day at leisure.

**Sunday:** After breakfast we make our return journey to Blackpool & the Fylde to meet our return door to door taxi service, with comfort stops en-route.

**£515.00**

**£55.00 Single Supplement**



8 days/ 7 nights DBB at the well-appointed and family run **Haddon Hall Hotel**, Eastbourne, just 60 yards from the Grand Parade Eastbourne's main seafront promenade and only a short level walk to the bandstand, carpet gardens and main shopping area. The bright attractive restaurant offers a tempting choice of traditional English dishes. Evening entertainment. A lift serves all floors.

**Saturday:** We depart via our door to door taxi pick up service, arriving at the hotel in time for check in and evening meal, with comfort stops en-route.

**Sunday:** Free day at leisure.

**Monday:** We have a scenic drive via Beachy Head and along the coast to Regency Brighton.

**Tuesday:** We have a scenic day excursion to Battle & Hastings.

**Wednesday:** We visit Lewes the county town of East Sussex and return via Alfriston.

**Thursday:** Free day at leisure (don't forget your bus pass)

**Friday:** Free day at leisure. The town centre is a 10 minute level stroll, take a walk on the pier or jump on an open top bus for a guided tour around the local area.

**Saturday:** After a hearty breakfast we depart to Blackpool & the Fylde coast to meet our return door to door taxi service, with comfort stops en-route.

**£660.00**

*A limited number of single rooms are available without a supplement*



5 days/ 4 nights DBB staying at **The Rutland Hotel**, Queens Promenade Douglas. We return for the third time to this well appointed hotel which boasts beautiful panoramic views across Douglas Bay and is only a short level walk to the main shopping area. Evening entertainment. A lift serves all floors.

**Friday:** We depart via our door to door taxi pick up service, with some free time for lunch in Morecambe, later we board the 14.15 Heysham Ferry to Douglas, before arriving at the hotel in time for check in and evening meal.

**Saturday:** Free day at leisure, why not jump onto the horse drawn trams that run frequently on the seafront promenade from Villa Marina to Derby Castle.

**Sunday:** We have a day excursion on the Isle of Man steam railway, Douglas to Castletown and Port Erin.

**Monday:** We have a day excursion on the Manx Electric Railway and Snaefell Mountain Railway, with time to view the famous Laxey Wheel which is built into the hillside above the village of Laxey, it's the largest working waterwheel in the world.

**Tuesday:** After a hearty breakfast we depart the hotel and take the short journey to the ferry port to board our return ferry back to Heysham, before heading to Blackpool & the Fylde coast to meet our return door to door taxi service.

**£595.00**

**£64.00 Single Supplement**

## **3 – 4 STAR HOTELS ON ALL OUR MYSTERY BREAKS.**

3 days/2 nights DBB. Full of included surprises.

Sunday – Tuesday.

3 course evening meals.

Full English, Scottish or Welsh breakfasts.

Door to door taxi pick up and return service.

North, East, South or West. Who Knows!!

A big Value break. Passport not required.

A lift serves all floors

**£265.00**

**£50.00 Single Supplement**



## **3 – 4 STAR HOTELS ON ALL OUR MYSTERY BREAKS.**

3 days/2 nights DBB. Full of included surprises.

Sunday – Tuesday.

3 course evening meals.

Full English, Scottish or Welsh breakfasts.

Door to door taxi pick up and return service.

North, East, South or West. Who Knows!!

A big Value break. Passport not required.

A lift serves all floors

**£265.00**

**£50.00 Single Supplement**





We return for an extended 7 day tour to this most scenic part of Southern Ireland, taking in the many sights of the coast and countryside.

**Sunday:** We depart via our door to door taxi pick up service and head to Holyhead for our early afternoon Stena Line sail to Dublin Port and onto the city outskirts for our overnight stay at the 4 star **Talbot Hotel** in time for check in and evening meal.

**Monday:** After a full Irish breakfast we depart for our leisurely journey to Killarney, calling in at the pretty village of Adare for a lunch stop, before arriving in Killarney and the 4 star **Killarney Towers Hotel** right in the centre of town mid-afternoon. A well appointed luxury hotel with an excellent restaurant serving 4 course evening meals and hearty Irish breakfasts. Swimming pool. Evening entertainment. A lift serves all floors.

**Tuesday:** We travel around the Dingle Peninsular.

**Wednesday:** We follow the Atlantic Coastline around the famous Ring of Kerry, with various stop en-route.

**Thursday:** Free day at leisure in and around Killarney, with the opportunity for an optional boat cruise on the loch and a jaunty car horse ride.

**Friday:** After breakfast we depart for our return journey calling in at Adare for a lunch stop, before arriving at the **Talbot Hotel** on the outskirts of Dublin in time for check in and evening meal.

**Saturday:** An early morning departure to Dublin Port with a complimentary breakfast served on board the Stena Line ship to Holyhead, we arrive in Blackpool & the Fylde to meet our return door to door taxi service early afternoon.

**£685.00**

**£160.00 Single Supplement**





.5 days/ 4 nights DBB at the well appointed **Cumberland Hotel** Southcliff, Scarborough, a few minutes' walk from the Spa Complex, beach front and town centre. The hotel has a large modern restaurant, with views over the resort, an entertainment lounge with dance floor, with entertainment each evening. A lift serves all floors.

**Saturday:** We depart via our door to door taxi pick up service calling at Harrogate for free time and lunch stop, before arriving at the hotel in time for check in and evening meal.

**Sunday:** Free day at leisure. Visit Peasholme Park, Scarborough Castle or time for a bit of retail therapy.

**Monday:** A scenic journey through the North Yorkshire Moors National Park to Whitby.

**Tuesday:** We have a half day visit to Pickering.

**Wednesday:** After breakfast we depart back to Blackpool & the Fylde coast calling at Skipton for free time and lunch stop, before meeting our return door to door taxi service.

**£395.00**

**£40.00 Single Supplement**



5 days/ 4 nights DBB at the family run **Marlborough Hotel**. The hotel is in one of the best positions in Llandudno, with Mostyn Street, the shopping area just around the corner and the pier and promenade just across the road. Our passengers return year after year. There's always a wide choice of food offered in the restaurant. Evening entertainment. A lift serves all floors.

**Monday:** We depart Blackpool & the Fylde via our door to door taxi service, we arrive in Llandudno for Christmas Eve mid afternoon in time for hot drinks and a mince pie, before we check in and have our evening meal.

**Tuesday:** After a hearty Welsh breakfast we have a scenic day excursion coast & countryside, its Christmas Day, will Santa make a visit to all the good boys and girls?

**Wednesday:** It's Boxing day, we have a full scenic day excursion.

**Thursday:** Free day at leisure, bucks fizz reception before our evening meal to welcome in the New Year on New Years Eve.

**Friday:** After breakfast we depart the hotel to meet our return door to door taxi service with comfort stop en-route.

**£435.00**

***A limited number of single room are available without a supplement***



5 days/ 4 nights DBB staying at **The Rob Roy Hotel** in Aberfoyle. The hotel is ideally situated in stunning countryside at the gateway to the glorious Trossachs, Scotland's first National Park. The hotel is a short walk away from the banks of the Forth River and the picturesque village of Aberfoyle. Named after the legendary local folk hero Rob Roy McGregor, the hotel has friendly staff and a great Scottish hospitality. Evening entertainment. There's

a lift that serves all floors. The bedrooms are located in a separate annexe next to the main building.

**Monday:** We depart via our door to door taxi pick up service, calling at the lowland town of Moffatt for our lunch stop and arriving in Aberfoyle in time for check in and evening meal, before joining fellow guests for a fabulous Christmas Eve 3 course dinner in the dining room.

**Tuesday:** Enjoy a hearty Scottish breakfast before we head out for a scenic Lochs & Glens tour. Your dinner will be served in the ballroom followed by dancing and maybe a gift for those who have been good on Christmas day.

**Wednesday:** Today we head to Edinburgh to visit their Christmas market. Followed by your 3 course evening meal to celebrate New Years Eve.

**Thursday:** We have a half day visit to Stirling, mulled wine and shortbread will be served on your return to the hotel, followed by a fabulous 3 course evening meal.

**Friday:** After our full Scottish breakfast we bid a fond farewell, before heading to Gretna Green for free time and a lunch stop, later heading back to Blackpool & the Fylde to meet our return door to door taxi service.

**£360.00**

***A limited number of single rooms are available without a supplement***

## **3 – 4 STAR HOTELS ON ALL OUR MYSTERY BREAKS.**

2 days/1 night DBB. Christmas themed break Full of included surprises.

Sunday – Monday.

3 course evening meals.

Full English, Scottish or Welsh breakfasts.

Door to door taxi pick up and return service.

North, East, South or West. Who Knows!!

A big Value break. Passport not required.

A lift serves all floors

**£125.00**

**£20.00 Single Supplement**



# **Bonded Coach Holidays & Association of Bonded Travel Organisers Limited Group Trading Charter 2024 Swann Tours 29 Stadium Avenue Blackpool FY4 3QA.**

## **1. FINANCIAL PROTECTION**

Your contract is with Swann Tours, 29 Stadium Avenue, Blackpool FY4 3QA. When you book a holiday with us, the money you pay us for the booking will be protected by the Bonded Coach Holidays (BCH) and The Association of Bonded Travel Organisers 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 BCH Consumer Guarantee at <https://www.abtot.com/bch-members-directory/>. There is no financial protection if you purchase just transport or accommodation only from us. We fully comply with 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. Swann Tours 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 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 a confirmation invoice within 14 days. This confirmation will include any special requests we have agreed. A binding agreement will come into existence between us when we dispatch this invoice to the lead name. Please check the confirmation carefully to ensure all the information is correct. This contract is governed by English Law, and the jurisdiction of the English Courts.

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

**Deposit £50.00 per person.**

# **Bonded Coach Holidays & Association of Bonded Travel Organisers Limited Group Trading Charter 2024 Swann Tours 29 Stadium Avenue Blackpool FY4 3QA.**

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 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.

### **3. BROCHURE ACCURACY**

Although Swann Tours make every effort to ensure the accuracy of the brochure information and pricing, regrettably errors do 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**

**Swann Tours** endeavor 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 error. When we become aware of any such error, we will endeavor 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.

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 and ferry operator fares and tolls. We will communicate the options with you through letter.

### **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 office from the person who signed the booking form, at least 6 weeks before the departure. 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.

**Bonded Coach Holidays & Association of Bonded Travel  
Organisers Limited Group Trading Charter 2024  
Swann Tours 29 Stadium Avenue Blackpool Fy4 3qa.**

**6. TRANSFERRING YOUR BOOKING**

You can transfer your booking to somebody else but the person must satisfy all the conditions of the holiday and you must inform us either by letter or over the phone no less than 7 days before departure.

**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 the original booking. You must pay the 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 considered if the tour was fully booked. Your cancellation will take effect 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 terms and conditions of the supplier are non-refundable, these products will be charged to you at full retail rate. If this applies, the non-refundable items will be deducted from your holiday costs and the following scale of charged will be applied to remainder:

Period before departure within which written cancellation of package price is received

Amount of cancellation charge as a % of total package cost:

More than 42 days	Deposit only
41 - 28 days	50%
27 - 15 days	80%
14 to day of travel	100%

In the event of unavoidable and extraordinary circumstances occurring at the place of its immediate vicinity and which significantly affect - (a) the performance of the package or (b) the carriage of passengers to the destination. The traveller may terminate the package travel contract before the start of the package without paying any termination fee.



**Bonded Coach Holidays & Association of Bonded Travel  
Organisers Limited Group Trading Charter 2024  
Swann Tours 29 Stadium Avenue Blackpool Fy4 3qa.**

**8. ALTERATIONS TO YOUR HOLIDAY BY US**

We hope that we will not have to make any changes 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 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, 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 similar standard and price (at the date of change), if we can offer you one, or cancel your holiday with us and receive a full refund of all monies. Either way, we will pay you compensation, using the Compensation table shown.

Period before departure in which significant change is notified to you.

	Amount per person
More than 42 days	NIL
41 - 28 days	£10.00
27 - 15 days	£15.00
14 - 8 days	£20.00
7 - 0 days	£25.00

**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 riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseen technical problems with transport for reasons beyond our control or that of our suppliers: hurricanes and other actual or potential severe weather conditions and

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any other similar events. 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 the holiday. We will in all cases 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 have to act against the person or organization 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.

## **10. IF YOU HAVE A COMPLAINT**

If you have a problem during your holiday, please inform your Tour Driver or the relevant supplier/resort representative immediately who will endeavour to put things right. If you remain dissatisfied please follow this up within 14 days of your return home by writing to us. 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, the BCH/CPT have an alternative dispute resolution scheme and full details are available from them. Please contact them at, The Confederation of Passenger Transport UK, Fifth Floor South, Chancery House, 53-64 Chancery Lane, London, WC2A 1QS.

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**11. OUR COACHES**

We will always use our reasonable endeavours to provide a coach to the specification in our brochure, 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 allocated 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 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 payments made will be liable to forfeiture.

**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**

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 last 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. All our coaches are NO SMOKING.

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**14. 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 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 you should contact Swann Tours.. 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.

**15. 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. 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. 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. We want you to enjoy your holiday and will help you select and appropriate trip.

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**16. PASSENGER BEHAVIOUR**

We want all our customers to have a happy 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 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 the cancellation charges. If on your return journey, we have the right to terminate the contract with you.

**17. TRAVEL INSURANCE**

We strongly advise that you take out personal travel insurance for the trip. 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 that may incur on your behalf which would otherwise be met by your insurers.

**18. LUGGAGE**

Please restrict your luggage to a suitcase weighing no more than 18kgs per person. We cannot accept responsibility for loss or damage unless through our negligence. Please do not leave valuable items in your suitcase when left on the coach.

**19. DATA PROTECTION ACT**

We comply with the GDPR 2018 regulations.





# 38 YEARS TRADING



**29 Stadium Avenue  
Blackpool  
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**[www.swanntours.co.uk](http://www.swanntours.co.uk)**