

## TERMS AND CONDITIONS

### General Information

- Pulhams Coaches of Bourton-on-the-Water supply the coaches for our day trips.
- Food and drink during our trips will be at your own expense unless otherwise stated.
- Please let us know of any mobility or other requirements.

### Travel

- The coach pick-up points and departure times from Cheltenham for each day trip will vary according to the route we take to our destination; these will be advertised in the newsletter and on the website.
- Our pick-up points are chosen to prevent people waiting too long and to get us on our journey as quickly as possible.
- During each trip we will let you know about further coach meeting points and departure times.
- People taking part in an trip are requested to arrive at the arranged pick-up point before the stated departure time so that we can leave promptly. If anyone is missing, the coach will wait for 10 minutes before continuing the tour. We will make every effort to find a missing person, so please make sure that your home phone and/or mobile phone number is on the booking form and if you find you are unexpectedly delayed please contact your tour leader as soon as possible.
- All our trips are very carefully planned and we endeavour to reach our destination within the time specified. However we cannot be held liable for inconvenience or loss caused by breakdown, traffic congestion or other delays outside our control.
- Often all the seats on a coach will be filled, so we do ask that single members share seats so couples can sit together.
- People who use their own transport to join our trips do so at their own risk.

### Refunds

- If you cannot attend an event please let the booking team know asap so your name can be taken off the list.
- For Trips: cancellations up to 4 weeks beforehand will receive a full refund. Cancellations 2 to 4 weeks beforehand will receive a 50% refund. Cancellations less than 2 weeks beforehand will receive no refund. However, if there is a waiting list on trips and the team is able to re-sell the ticket a full refund will be given.
- For Talks: if there is a waiting list and the ticket can be re-sold then a full refund will be given. Otherwise there will be no refund.

### Bookings

- **On-line** bookings with a debit or credit card, or Paypal account, can be made at <https://www.friendsofthewilson.org.uk/events/>. Alternatively you may reserve your place, select the 'off-line' payment option and pay by bank transfer or cheque.
- **Bank transfer** - please email [events@friendsofthewilson.org.uk](mailto:events@friendsofthewilson.org.uk) and wait for confirmation that places are available before arranging your bank transfer.
- **Cheque** - please complete a booking form and post it with your cheque.

Places are not confirmed until payment is received. Bank transfers should be made to Friends of The Wilson (or as much of that as the bank will accept) Sort Code 30-91-87 Account 00005816. The reference must include your surname plus as much of the event title as will fit, for example SMITH Kauffman. Please make cheques payable to Friends of The Wilson and send with a SAE or clearly written email address to:

**Talks:** Mrs Alison Pascoe, 77 Naunton Lane, Cheltenham, GL53 7AZ

**Trips:** Martha Alleguen, 7 Sydenham Road South, Cheltenham GL52 6EF.

For any queries please phone Alison on 01242 519413 or Martha 01242 526601.

**FRIENDS OF THE WILSON AUTUMN EVENT**

Date	Title	Venue	Time	
29 Nov 2022	Kauffman portrait reception	The Wilson	1pm for 1:15pm	

**TALKS BOOKING FORM**

Event	How many	Total cost
Kauffman	£5	
TOTAL		

Name(s)	
Email	
Home or Mobile no.	
Other requirements	

Please detach this section and return with your cheque made payable to Friends of the Wilson to:  
Mrs Alison Pascoe, 77 Naunton Lane, Cheltenham, GL53 7AZ.

If you have no email then please provide a stamped addressed envelope.