

Terms and Conditions – Voyager Excursions

Durham City Coaches Ltd

Concessions

Concessionary fares are available to senior citizens and children aged 2 to 13 years. Children under 2 years travel free but will be expected to travel on their parents lap. Children should be accompanied by a responsible adult.

Seats

Seat numbers will be allocated by the office the day prior to travel and the driver will direct you to your allocated seat on the day of travel.

Feeder Vehicles

Occasionally feeder vehicles may be used to transport you to the main excursion vehicle. Please note feeder vehicles may be minibus, coach or taxi.

No Smoking / Alcohol

Durham City Coaches operates a No Smoking policy on all coaches.

Cancellation

All cancellations must be notified to Durham City Coaches office at least 48 hours before departure. All such cancellations will be subject to a 30% cancellation fee. Any pre-paid entrance ticket that may be included in your excursion can not be refunded. No refund will be made with any notification after this time.

Seatbelts

It is now a legal requirement to wear seatbelts on the coach. This is your responsibility.

Departure Point and Time

Passengers are responsible for ensuring they are at the correct departure point at the correct time and we cannot be liable for any loss or expense suffered by customers because of their late arrival at any departure point.