

Please read the following important information

We are pleased that you are considering joining us on a forthcoming trip or cruise (Travel Event); we would like to take this opportunity to bring the following important matters to your attention.

All our Travel Events are organised and run in accordance with our Guidance for Travel Organisers which is available to inspect on our website under "Policies and Procedures".

The organiser(s) attending this event are fellow members of the Barnet u3a; they are volunteers and will not take responsibility for other members of the group or their belongings. They have paid the full amount of the holiday and expect to be able to enjoy it as much as anyone else in the group. Please respect them at all times. Any complaints, comments, etc. should be taken up with them directly and under no circumstances be taken up with the coach driver and/or guide.

It is essential that you are able to get on and off the coach unaided and can carry your own hand luggage. You must be able to take your suitcase(s) to the baggage hold on the coach, so the coach driver can stow them aboard. Each item of your luggage must be labelled clearly with your name (also your cabin number if appropriate) – labels will be supplied by the travel or cruise company. Where possible we arrange for portage at hotels. At cruise terminals your cases will be taken from the coach to your cabin door by members of the ground staff/crew.

Timings are extremely important – the organiser(s) will not delay departure which would affect onward journeys, meeting up with guides etc. When leaving the coach, you must be aware of the time you will need to return to avoid keeping others waiting – or being left behind!

You must make the organiser(s) aware of any issues which might affect your ability to keep up with the group or partake of the activities/events in the itinerary. Should you decide to leave the group at any time you must ensure that the organiser(s) have been told and that you have clearly arranged where you will rejoin the group.

Our trips offer plenty of visits and experiences to take advantage of the opportunity to explore new areas. They naturally involve a fair amount of getting on and off the coach, walking etc., but we do try to minimise difficulties for those with mobility problems. There may be times when, due to local information, conditions and/or weather, we might have to make last-minute changes for the benefit of the whole group.

Reserved seating on the coach is at the discretion of the organiser(s) including those for anyone with mobility problems. Single travelers should sit with others on their own to leave seats for couples to be together. Any decision to move seat should be mutually agreed to avoid any friction.

When we are at the venue/hotel/ship please follow all their requirements. Please make yourself acquainted with all fire and safety procedures.

Insurance: The Third Age Trust policies do not include personal accident/injury or travel insurance therefore you are responsible for your own personal accident/injury insurance and travel insurance in respect of this Travel Event.

ICE (In Case of Emergency): You must carry a clear note of the person who should be contacted in an emergency (can be a relative or friend, but not someone else on the trip) with landline/mobile numbers where they can be reached. Your insurance details should also be included.

Medication: You must carry details of your medication (and any ongoing treatment) which can be handed to a professional should an emergency occur. This could save considerable time.

We aim to keep you safe during this Travel Event. Please assist by following all guidance and instructions given by the organiser and/or our hosts throughout the event

You must ensure that your ICE, medication, passport and tickets are readily accessible in your handbag/wallet/pocket and not packed in your suitcase.

Meals and dietary requirements: The preferred time for evening meals is 19:00 (or 19.30 latest) and this will be agreed with our hosts and will apply to the whole group. Dietary requirements should be notified at the time of booking the trip i.e. vegetarian, vegan, no pork or shellfish, etc. We will always try to arrange an alternative and a cheese and biscuit option for dessert – but choices are usually more restricted at hotels on the continent.

Tips for the Coach Driver and Guide (where appropriate) have been built into the cost of the holiday. Gratuities to the hotel and/or staff are left to the individual.

Please be considerate when using a mobile phone – nobody else wants to listen to your conversations!

We would like to take some photos to publish after the Travel Event. If you do not want your image used in a public forum, please let us know before the Event date.

Above all we aim to make the Trip interesting and information, friendly and fun. We hope you will enjoy yourselves.

By proceeding with your booking, it will be deemed that you accept all the above and that you will conform with our requests, particularly with regard to insurance, ICE & medication information.