

### Please read the following important information

We are pleased that you are considering joining us on a forthcoming outing (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 outing 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 direct and in no circumstances 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 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.

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!

Some local day outings may not involve coach travel, and you will be given a suggested journey to the venue, but it will be up to members to make their own way there. The organiser does not take responsibility until the group meets at the venue.

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. When we are at the venue please follow all their requirements and 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.

You must ensure that your ICE and medication are readily accessible in your handbag/wallet/pocket.

**Meals and dietary requirements:** If the outing includes a meal, dietary requirements should be notified at the time of booking the trip i.e. vegetarian, vegan, no pork or shellfish, etc.

Tips for the Coach Driver and Guide (where appropriate) have been built into the cost of the outing.

Reserved seating on the coach is at the discretion of the organiser(s) including those for anyone with mobility problems. Single members 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. Please be considerate when using a mobile phone – nobody else wants to listen to your conversations!

If you are a National Trust member and taking advantage of a reduced price for this outing you must remember to bring your NT membership card with you.

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.

**Waiting lists and cancellation policy:** When confirmed bookings for any outing reach capacity we will create a waiting list which will be prioritised by date/time of booking or enquiry. If we receive a cancellation from anyone, we will endeavor to fill the space from the waiting list or, if the bookings have not reached capacity, by continuing to advertise available spaces on the outing. If we are able to fill a space created by a cancellation, we will make a full refund of the amount paid.

Above all we aim to make the Trip interesting and informative, 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.