



## St Georges and Priorslee Parish Council

### Coach Trip Terms and Conditions

St Georges and Priorslee Parish Council offer three coach trips a year - an all-ages trip to Barmouth in May, a day trip to Llandudno in August and a further short trip in November, usually to Chester.

The trips are provided to members of the community who fit the following criteria:

#### **Barmouth Coach Trip**

- All attendees are residents of the parish of St Georges & Priorslee.

All Children attending this trip must be accompanied by an adult. Residents are welcome to bring car seats for children who required them, this is not mandatory in law when traveling on a coach. This decision will be left with the parent.

#### **Llandudno Coach Trip**

- Being a resident of the Parish of St Georges & Priorslee **and**
- Being aged 60 years or over on the day of the trip **or**
- Being a serving member or veteran of the Armed Forces or the guest of a serving member or veteran of the Armed Forces **or**
- Being a care leaver

On the Llandudno day trip each resident (not carer) will receive £10 on the day which is the refund of the deposit plus £7 to assist with the cost of their lunch.

#### **November Coach Trip**

- Being a resident of the Parish of St Georges & Priorslee **and**
- Being aged 60 years or over on the day of the trip **or**
- Being a serving member or veteran of the Armed Forces or the guest of a serving member or veteran of the Armed Forces
- Being a care leaver

#### **Cost**

A £3.00 deposit is requested for each trip from all parishioners attending. This helps with the administration of tickets and numbers of coaches required.

In order to verify that residents attending the trip live within our parish, we ask that some form of identification such as a bus pass or utility bill is presented when obtaining your ticket. Carers need not reside within the parish.

## **Assistance**

If the resident attending requires the help and assistance of a carer/ family member or close friend, the “carer” is still issued a ticket but there is no charge for this. The only requirement for a “carer” is that they are fully able to assist the resident throughout the day and that they are over the age of 18.

Residents are encouraged to label any belongs such as car seats, pushchairs, or walkers that they bring with them. This should help speed up the unloading of the hold.

## **Advertising, Cut-off Point & Waiting List**

All coach trips are advertised locally via the parish council notice boards, social media and in the parish newsletter.

Tickets are available on a number of advertised days both at the Parish Centre and at Lakeside Garden Centre.

In order to manage the trip safely and to the best of our abilities there will be a cut-off point ten days before the trip when the number of coaches is finalised. This is to allow staff time to liaise with the coach companies regarding the number of coaches required and to make sure we have all the correct paperwork and supplies in place for the day.

Tickets can also be obtained from the parish centre until the cut-off point from when, a waiting list will be opened. The waiting list will be an opportunity for residents who for whatever reason failed to obtain their ticket in time but still wish to attend the day trip.

Residents on the waiting list will be offered any empty seats resulting from cancellations on a first come first served basis. If they do not want the available seats, they will be offered to the next person on the list.

## **Refunds**

If residents cannot attend the coach trip due to ill health, hospital appointments or other reasons, the Parish Council will appreciate being notified by the resident as soon possible so that registers for the day can be updated. However, due to the amount of staff time and work administering refunds would create, they will not be given.

It is therefore the decision of St Georges and Priorslee Parish Council that no refunds will be given for any tickets obtained for any of our coach day trips. This will be made clear at the time that the tickets are issued.

Date of policy: 21<sup>st</sup> January 2025

Approving committee: Full Council

Due for Review: January 2026