



Durham Area Disability Leisure Group Bus Trip Payment Policy

AGREEMENT

When you request places on bus trips we will assume that you agree to the policy below being applied.

Why have a separate payment policy for bus trips?

The cost of a coach for a day trip is typically £500 for a 49 seater with toilet facility. We have to pay this amount to the coach company regardless of how many people travel on the day. Sometimes the cost of the coach is the only charge to be paid, sometimes the day trip will include entry fees to an attraction.

What does it mean?

When you request places for a day trip, as soon as we confirm your places you are committed to paying the charge for the coach for each person. **If you no longer want the places you must tell us straight away.**

How does it work?

1. We advertise a bus trip
2. You request places
3. We confirm your places
4. You contact us straight away if you no longer want the places **or if you wish to change the number of the places**
5. If you do not get in touch, we assume you still want the same number of places we confirmed – **you must pay for these places even if you don't turn up or only some of your party turn up**
6. If you contact us very quickly stating you no longer want the places, you will not be charged and we will offer them to someone else
7. If you simply don't turn up, you must still pay for the places.

Example of a previous bus trip

- 45 places were confirmed at a charge of £10 per person – the cost of the coach was £500 – DADLG knew we had to find £50 to cover the shortfall
- 25 people paid by the deadline
- 4 cancelled in good time to offer the places to other people
- 7 gave explanations as to why they would only be able to pay on the day and this was accepted – 3 didn't turn up, 4 cancelled an hour before the coach was due to leave
- 9 who requested places did not get back to us at all despite several emails asking them if they still wanted the places – they didn't turn up
- The net effect – 29 people paid their £10 per person = £290 and DADLG had to find the shortfall which was now £210 instead of the expected £50