

## **How to book a place on a Bedfordu3a Day Trip, Theatre Trip or Afternoon Tea plus how to pay, pick-up points etc**

### **Notice of Forthcoming Trips**

All trips will be advertised several weeks in advance at the Open Meetings, Website and in the Bulletin. Monthly programmes will be available at the Open meetings which also give details of current and where possible future trips. Some trips ie theatre visits and trips where venues need to be booked in advance will show a closing date for that trip. Once the trip is full then the trip will be closed but you can add your name to a waitlist.. All trips will be booked on a first come first served basis. Teresa Hills keeps a database of members interested in west end and provincial theatre trips. If you would like to be included on that list, please contact Teresa direct (contact details shown below). Coaches used are normally equipped with a toilet.

### **Bookings**

Bookings can be made at either of the Open meetings or by emailing the Organiser. In some cases a booking can be taken over the phone. Contact details for the Organiser is given with each trip. A receipt will be issued for all bookings. No bookings will be accepted without payment.

### **Pick-up Points**

Pick up points for all trips are (a) Tesco Riverside and (b) Sainsburys Kempston. The coach will drop off at the same pick-up point.

#### **Tesco Riverside**

At Tesco the coach will stop in the lay-by by the side of the Tesco garage on the entrance into Tesco just before you get to the car park. **Please note** that you must register your car details with Customer Services at Tesco on the day of the trip before the coach departs. Failure to do so may result in a parking fine from Tesco's.

#### **Sainburys, Kempston**

The coach will pick up at the bus stop immediately opposite the entrance to Sainsburys in Bedford Road, Kempston. There is no need to register your car at Sainsburys.

**Please note:** If your trip is on a Sunday the Sainsbury car park will be closed at 4pm so please do not leave your car in the car park on a Sunday. The trip organiser will remind you of this fact when you book.

### **Receipts**

You will be issued with a receipt when payment is made which confirms your pick-up point and time of pick-up. It is advised that you bring your receipt on each trip as it will have the organiser's telephone number in case you need it during the trip.

### **Ways to Pay**

You can pay for each trip either by cash or cheque made payable to Bedford u3a Travel Club. If you wish to pay by bank transfer, please ask the organiser for bank details. We currently do not use credit and/or debit cards.

### **Cancellation**

In the event of a member wanting to cancel their seat, there will be no refund unless the Organiser has a wait list and manages to resell the ticket from the wait list. No tickets are transferable but can be resold by the member to another member **only** with the prior authorisation of the Organiser. The onus is not on the Travel Club to resell cancelled tickets but time permitting will be advertised on the website and at Open meetings.

The Travel Club reserve the right to cancel trips if under subscribed and will offer a refund. Should the Travel Club have to cancel a trip due to reasons beyond their control ie venue cancelling, provided the third party offers a refund this will be passed onto our members.

### **Disabled Members and Reserving of seats**

Wheelchair and walkers are accepted on all our trips. Please advise the organiser in advance if you wish to bring a wheelchair or walker with you, The organiser will be able to tell you if there is any access problems at the venue being visited. Seats can be reserved on the coach provided the organiser is notified well in advance but only for people with a physical disability or suffer from travel sickness.

### **Travel Team**

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