

## **DEREHAM U3A OUTINGS POLICY.**

**This policy must be prominently displayed at the outings desk and on the Dereham U3A website.**

### **General Policy.**

**Day Trips and mini breaks are organised for the benefit of Dereham U3A members only. However the committee may, at its discretion, offer unsold places to other local U3A groups.**

**Carers who are not U3A members can accompany members subject to ticket availability and the full ticket price being paid. For day trips organised totally " in house " tickets are normally non refundable. However in exceptional circumstances the organisers may approve a refund.**

**Organisers can benefit personally from any "Free Place" policy that coach or tour companies may offer providing that they are not committee members.**

**Dereham U3A aims to provide day trips and mini breaks on a self funding, non profit making basis.**

**However In accordance with the U3A National Office guidelines the outings organisers will ensure that a contingency fund is maintained to cover any unforeseen problems. Any excess funds, as determined by the committee, will be transferred from the Social account to the General account for the benefit of all members.**

**Non members may participate, at the discretion of the outing's organisers, a maximum of twice after which they will need to join the Dereham U3A.**

**Passengers will be advised of any personal insurance arrangements they may have to make in certain circumstances.**

Organisers will do their best to assist in the event of an accident or other unexpected event, but please note that it is not the responsibility of organisers to : Push wheelchairs, assist with personal needs, or save seats on outings.

Members agree to be contacted by mobile phone, landline or e-mail should the need arise, in order to inform them of changes, cancellations etc.

Any queries or complaints must be directed towards the outing's organisers in the first instance.

### **FOOD ALLERGIES- INTOLERANCE.**

It is the responsibility of individual members to ensure that organisers are informed of any special dietary requirements or food allergies they may have relevant to the event.

## **DAY TRIP BOOKING PROCEDURE ( Outings Group )**

**Day Trips are open to Dereham U3A Members only**

They are advertised on our website, by email, E-Newsletter and at the monthly Memorial Hall meetings.

All Departures are normally from the “Cherry Tree” car park, Theatre street, Dereham. NR19 2AX. You must be at the departure point at least 15 minutes before the departure time.

## **“EASTONS” DAY TRIP BOOKINGS**

**Bookings are made direct by telephone to “Eastons Holidays”  
Tel: 01603 754155**

Please quote the trip reference number and your membership number when booking.

**Payment in full by credit or debit card must be made at the time of booking.**

**A reserved seat number will be given when booking.**

**Should the excursion have to be cancelled by “Eastons” then full refunds will be given.**

**All EASTONS Day trip bookings are subject to their standard terms and conditions which are available on their website.**

## **“IN HOUSE” Jolly Days Out DAY TRIPS**

- 1. Day trips will be advertised on the Dereham U3A website, at the Memorial Hall monthly meeting, in the monthly E-Newsletter and by email.**
- 2. A MINIMUM - MAXIMUM ticket price will be advertised initially, the final ticket price will be determined by the number of seats sold.**
- 3. Pre booking will be required via the internet by completion of an on-line booking form. If members have no internet access then pre booking by telephone should be the last resort.**
- 4. The online booking form will open the day after the Memorial Hall meeting.**
- 5. Once sufficient numbers have been reached to make the trip viable then those who have pre-booked will be contacted and payment details given including the final ticket price and the latest payment date.**
- 6. Trips will be priced with the driver's tip and a contingency element included.**

7. **Payment : Cheque, Bankers draft or Postal order ONLY made payable to **U3A Dereham** and posted to the outings organisers with SAE for the ticket. Payment must be received by the due date, no reminders will be issued.**
8. **No refunds for members cancelling.**
9. **Tickets are non-transferable without approval from the organisers.**
10. **No reserved seating.**
11. **The coach driver will be responsible for managing all aspects of the trip on the day. Members must follow the coach drivers instructions at all times.**
12. **Carters Coaches and Euroview coaching will normally be used, but not exclusively, subject to availability.**

## **MINI BREAK BOOKING PROCEDURE (Outings Group)**

**All mini breaks involving overnight stays will be organised through “Just for Groups” an ABTA bonded travel company.**

**Deposit and balance payment by cheque only, payable to “Just for Groups”**

**Booking / Insurance form completed. Deposit paid (non refundable) together with full travel insurance payment if required.**

**Deposit cheques and booking forms will be held by the outings organisers until the number of members required to proceed with the mini break is reached. If the required number is not reached then the planning will be cancelled and any cheques returned uncashed.**

Once the required number for the mini break has been reached then members booking forms and payments will be forwarded to “Just for Groups”

Once the mini break has been confirmed to the outings organisers by “Just for Groups” then no refund of any deposit or insurance paid can be made.

The balance of the mini break must be received by the outing's organisers no later than the advertised date.

Members are advised to have adequate travel insurance in place.

**TRAVEL INSURANCE IS MANDATORY FOR EUROPEAN HOLIDAYS.**

**IMPORTANT.** Full booking terms and conditions are available on the " Just for Groups" website.

## **COACH POLICY**

On Day Trips and mini breaks **there will not usually be a comfort stop for at least 2.5 hours.** If a member, for whatever reason, is not able to travel this far without a comfort stop then unfortunately we must advise them **not to book.**

Members must follow the instructions of the coach driver regarding the use of the coach toilets, where available.

Members should be aware that the driver cannot keep stopping as they have to complete their journey within regulatory tachograph hours.

Members **MUST** obey any instructions given by the driver.

For members safety they are advised to remain seated whilst the coach is in motion. Any member disregarding this advice does so at their own risk.

Seat belts are provided for your safety and it is a legal requirement that they are worn when the coach is in motion.

Pick up and drop off points will be as allocated by the outing's organisers.

**The driver will not make any unauthorised stops.**

**The coach has to leave the pick up and drop off points promptly. Members should allow ample time to reach these points. Failure to arrive on time may result in the coach leaving without the member, no refund will be given.**

**The Dereham U3A will not be responsible for any costs involved if a member fails to return to the coach in time for the homeward bound journey and has to make their own arrangements to return home.**

**Members who would like to organise extra day trips , mini breaks or overnight study trips are actively encouraged to do so and should contact the committee for advice, support and approval.**

**This outing policy combines and supersedes all previous outings policies and shall be the sole source of reference from this date: 10th December 2021.**

**OUTINGS POLICY. 10.12.21**

**Outings Policy agreed at the 10th December 2021 committee meeting.**