

Welcome to Our 2023/24 Brochure....

To All Our Travellers & Friends,

May we welcome back friends, old & new to Welcome in 2023!

We have kept some old time favourites and added some new destinations by request, plus some new little gems we have found along the way to peek your travelling senses!

As usual, Carol will be hostessing all our tours serving beverages & snacks with her warming smile and helpfulness alongside Mark our lovely tour driver. Gayle will be running our office team and all your booking needs. Following our usual path we have been working hard to give you more destinations & choice, whilst keeping our traditional, personal touch for all our travelling family!

As customary you will benefit from Door-to-Door service. Please note as our passenger areas widen there may be a surcharge applicable for pick-up's outside of our designated areas. Call our office for more information.

We also offer executive coach travel. All our coaches as usual are supplied by Ross Travel Group as we will continue to work closely alongside their team moving forward. We are also scooter friendly.

Due to space restrictions these have to be pre-booked and are limited to three small scooters/walkers per tour. Please note we do have weight/size restrictions so please check with our office your scooter is within requirements of travel. We do however have our own 3 wheeled walkers on-board for your use, but please state at time of booking if you would like the use of these facilities.

Very important for our solo travellers; we have no single supplements. As with many of our tours the single rooms are limited so we advise booking early as these are allocated on a first come first served basis. Some of our hotels do offer a 'double room for sole use' and also 'Seaview Rooms' but these will be charged accordingly.

If you have any questions or queries please contact our Emergency Contact Number on 07870 623802 or our office on 01274 851477. We will be happy to help in any way we can....

We welcome all of our new clients and thank all of our regulars and previous travelling friends for all your loyal support during 2021 & 2022...

We are looking forward to seeing you all!

Love & Best wishes From Gayle, Carol & Mark xxx

Tour Plan 2023

Destination	Tour Dates	Duration	Price (P/P)
Seaside Mystery	Friday 27 th – Monday 30 th January 2023	4 Days	£375.00p/p
Newquay	Monday 6 th – Friday 10 th February 2023	5 Days	£420.00p/p
Blackpool	Monday 27 th Feb – Friday 3 rd March 2023	5 Days	£425.00p/p
Llandudno	Monday 13 th – Friday 17 th March 2023	5 Days	£450.00p/p
Torquay	Monday 27 th – Friday 31 st March 2023	5 Days	£440.00p/p
Mystery	Saturday 15 th – Wednesday 19 th April 2023	5 Days	£510.00p/p
Great Yarmouth	Wednesday 26 th – Sunday 30 th April 2023	5 Days	£480.00p/p
Isle of Wight	Saturday 6 th – Wednesday 10 th May 2023	5 Days	£580.00p/p
Porthcawl	Monday 22 nd – Friday 26 th May 2023	5 Days	£560.00p/p
St Annes	Monday 5 th – Friday 9 th June 2023	5 Days	£590.00p/p
Aberfoyle, Scotland	Sunday 25 th – Friday 30 th June 2023	6 Days	£565.00p/p
Bognor Regis in Summer	Wednesday 5 th – Sunday 9 th July 2023	5 Days	£600.00p/p
Newcastle 4* Star	Monday 17 th – Friday 21 st July 2023	5 Days	£620.00p/p
Wales & Chester	Monday 7 th – Friday 11 th August 2023	5 Days	£525.00p/p
Royal Oxford	Monday 21 st – Friday 25 th August 2023	5 Days	£650.00p/p
Weston-Super-Mare	Wednesday 6 th – Sunday 10 th Sept 2023	5 Days	£550.00p/p
Troon	Monday 9 th – Friday 13 th October 2023	5 Days	£520.00p/p
Exmouth	Wed 18 th – Sunday 22 nd October 2023	5 Days	£500.00p/p
Torquay TTF	Friday 3 rd – Wed 8 th November 2023	6 Days	£540.00p/p
Thursford	Date – TBC (Contact our office)	3 Days	TBC
Tenby Turkey & Tinsel	Monday 4 th – Friday 8 th December 2023	5 Days	£500.00p/p
Christmas in Llandudno	Saturday 23 rd – Wed 27 th December 2023	5 Days	£630.00p/p
New Year Celebrations	Saturday 30 th Dec – Tuesday 2 nd Jan 2024	4 Days	TBC

WHAT DO OUR CUSTOMER'S HAVE TO SAY???

Looked after from start to finish, great atmosphere, lots of laughs....Wouldn't go with anyone else. Looking forward to the next one!

Sue & Trevor Moroney, Cleckheaton

Had many lovely trips with Carols Travel. Very caring & helpful. Looking forward to our next trip!

Paul & Linda, Cleckheaton

Choose Carol's, only the best! Join them as strangers and come home as friends.... Friendly staff and good company. Always an excellent holiday never look at any other company!

Lynn W, Dewsbury

Travelling as a solo passenger, I was very nervous about booking a holiday on my own but....From start to finish, I cannot fault it! Booking was so easy & smooth, picked up at the door and away we went, great days out, lovely welcoming people and staff who see nothing as too much trouble! Can't wait to go again!

Nora Holdsworth, Halifax

Carols Travel, great to meet people week in week out!

Bob Paulger, Lincoln

Great holidays full of fun! Lots to choose from, I won't go with anyone else, come join us!

Margaret Conway, Sowerby Bridge

Excellent experience! Friendly People, drinks served on coach, good atmosphere. Highly recommended!

Brain & Annette, Halifax

Brilliant! Great organisation, fun holidays, good company, can't fault them!

Marlene, Liversedge

Travelled with them for many years, wouldn't travel with anyone else. Great Staff, Great Excursions, Great Hotels.... Lovely tours!

Ken Keast & Connie Taylforth, Lincoln

Carols Travel always seem to come up with interesting breaks, good hotels with plentiful good quality food and great excursions.

Margaret Doherty, Lincoln

Great holidays with Carol, looks after her passengers, nothing too much trouble. I can highly recommend, will not travel with anyone else.

Cam, Woodhall Spa

Carols always comes up top with great destinations, good hotels with wonderful food. A good variety of excursions to keep you up with the essence of your holiday.

Lyn Tackley, Lincoln

Door to Door travel is so rare these days, or charged at a premium, but with Carols Travel it's all in one price. Every trip includes hostess on the coach and excursions. The team are fun to be with and take excellent care of you and all the arrangements. All you need to do is pack your case and wait at the door. We have enjoyed some great trips and have more booked this year.... Highly recommended to everyone!

John & Kathy Barker, Lincoln

Mystery Tour Friday 27th – Monday 30th January 2023 4 Days £375.00p/p

Join us on our first tour of 2023! Our 4 day Mystery Tour..... Great Hotel, Great Location, Lovely Food & Great Company! There's no telling where you could end up..... Let us take you away! Included are excursions, entertainment and half board accommodation. You will also have a free drink included each evening of your stay..... Where will it be???



Our only clue to you is..... I'm sure you will be able to smell the sea air!

Newquay Monday 6th – Friday 10th Feb 2023 Eliott Hotel 5 Day £420.00p/p



Known as "One of the Nation's Favourite Seaside Towns" in the prestigious Which Holiday Survey. Newquay also has some of Cornwall's finest beaches! Newquay's laid-back charm is here for everyone to enjoy. This destination is the perfect place to visit with its tranquil relaxed atmosphere and its stunning views!



Staying at the wonderful Eliott Hotel. This Cornish hotel offers warmly decorated en suite rooms, a heated outdoor pool, sun terrace and lovely lounges to relax in. Rooms at the Eliot Hotel have modern en suite bathrooms. On this tour we have also included a half price bar* (*Selected times).
Included 2 excursions.

Blackpool Mon 27th Feb – Fri 3rd March 2023 Queens Hotel 5 Days £425.00p/p

Come join us for a jaunt to the seaside..... Lovely Seafront Hotel, Great Food & Evening Entertainment. Blackpool is known for its Pleasure Beach, with its old-school amusement park and wooden rollercoasters, the seafront with its array of arcades, Blackpool Tower, Circus, Tower Ballroom, Glass Viewing Platform, and gift shops. There is plenty to do that will take you back in time to relish the traditional seaside experience. Your stay will be on Half-Board Basis. This tour will include 2 excursions. Careful!!!!If you misbehave you might just get thrown in the dungeons!



Llandudno

13th – 17th March 2023

Hydro Hotel

5 Days

£450.00p/p

Lovely, large seafront hotel, perfectly situated in the centre of Llandudno ideal for exploring the local town or taking a stroll on the pier, front or beach. Wake up to stunning view of the Sea!

Staying at The Hydro Hotel, located on the Seafront. Close in proximity to the theatre..... Prime position for a stroll along the front and in perfect position for shopping or exploring Llandudno. The hotel provides tasty traditional home-cooked food with plenty of choice to suit everyone's needs. You will enjoy 2 excursion days included. While in resort why not take the tram to the top of the Orme and enjoy its magnificent views?



Spring in Torquay

27th – 31st March 2023

Nethway Hotel

5 Days

£440.00p/p

One of our favourite Hotels, based in Torbay with sea views, entertainment and Great Food! The hotel has stunning Gardens & Patio Seating area perfect to sit out and enjoy our English Springtime in the Riviera! Perfect for taking in the splendid scenery around you!



This hotel is perfectly situated, within a few minutes walking distance of the Seafront, Marina and an array of shops, restaurants and Boutique shops.

Your holiday will include 2 excursions & on one evening during your stay you will have the opportunity to visit Babbacombe Theatre to see their Summer Show if you wish?

Mystery Tour

Saturday 15th – Wednesday 19th April 2023 5 Days

£510.00p/p

Our 5 day Mystery Tour..... Great Hotel, Great Location, Lovely Food & Great Company! There's no telling where you could end up..... Let us take you away! Included are excursions, entertainment and half board accommodation. Who's up for a little mystery road trip?



Could it be City?



Could it be Seaside?

Maybe Rural?

You'll have to wait and see!



Great Yarmouth Wed 26th – Sun 30th April 2023 New Beach Hotel 5 Days £480.00p/p

Come along & Join us in Great Yarmouth. Staying at the New Beach Hotel perfectly situated in a central, lively location. From your hotel you can enjoy views of Britannia Pier and Sea. It is only a short walk if you wish to visit the wonderful array of shops.



The hotel has an attractive bar area with sea views, spacious restaurant and a quiet lounge area. We have some evening entertainment planned for you to relax and enjoy your evenings. You will have two delightful excursions planned by your coach crew! Seaview rooms are available at this hotel *supplement applies



Isle of Wight Saturday 6th – Wed 10th May 2023 Shanklin Hotel 5 Days £580.00p/p

After a wonderful visit in 2022 we decided we would take you back to The Shanklin Hotel. Their attentive staff will look after us once again. We return to this mystical island situated in the Solent. Fondly known for the Olde world feel with narrow roads, thatched cottages and a slower pace of life. The Isle of Wight is simply somewhere like no other.....stunning scenery, beautiful coast and lovely places to explore. On this tour we will have 2 excursion days, admission to Osborne House included..... you will see all the best bits the island has to offer!

P.s Don't forget your swimming trunks/costume so you can delve into the spa swimming pool!



Porthcawl, Wales Mon 22nd – Fri 26th May 2023 Seabank Hotel 5 Days £560.00p/p

Porthcawl is a bustling seaside resort on the South Coast of Wales, with all the best traditions that we know and love — a promenade, safe sandy beaches fringed by rocks, craggy cliffs, a World Famous Golf course, waves for surfing and the Coney Beach Amusement Park for all the fun of the fair.... appealing to visitors of all ages and interests. It was a new tour in 2021 and all our visitors wanted a return so here it is! Includes 2 Excursions



Staying at The Seabank Hotel. Situated a short walk from The Grand Pavilion and the shops on John Street. It hosts beautiful views of Bristol Channel & Southern Wales... perfect to sit and have a coffee!

NEW!!! St Anne's Monday 5th – Friday 9th June 2023 Clifton Park 5 Days £590.00p/p
Wake up with sea air, widespread beach, glorious sea and the wafting smell of breakfast.... Sound good?
Come and join us for our summer tour to this beautiful Hotel on Half-Board Basis. Clifton Park Hotel is renowned for its timeless elegance, superior quality and exemplary service. Centrally located in the stylish seaside town of St Anne's-on-Sea.



Also on offer, a tranquil Leisure Centre which boasts a luxurious heated indoor swimming pool and spa area, or if you just want to enjoy some peace and quiet, there is a comfortable lounge overlooking the pool and private garden. With all the fun of the seaside on offer all we have to wish for is good weather!

Summer in Scotland Sun 25th – Fri 30th June 2023 Rob Roy Hotel 6 Days £565.00p/p



A lovely Hotel with beautiful views of the surrounding areas, exquisite food which is locally sourced and entertainment is included. Aberfoyle is a charming village on the banks of the River Forth, stunning views and magnificent scenery which include the Queen Elizabeth Forest Park. It is situated on the Southern Gateway of the Trossachs and boasts traditional Victorian architecture. It is a popular holiday village with an attractive main street served well by shops, cafes and restaurants. We will be enjoying 2 excursions while in bonny Scotland!



NEW!!! Sunny Bognor Regis Wed 5th – Sun 9th July 2023 Royal Norfolk 5 Days £600.00p/p
We have something new to wet your appetite.....Bognor Regis! Staying at the beautiful Royal Norfolk Hotel, situated in a delightfully sunny spot on the sea front with extensive lawns and superb views of The English Channel and just a few minutes' walk from Bognor Pleasure Pier.



Bognor has been a seaside fishing settlement since Anglo Saxon times, becoming a fashionable resort in the reign of George III and has been frequented by royalty on numerous occasions since. The resort is flat and has an excellent promenade walk. There is a pier, the delightful Hotham Park and a pebbly beach with beautiful clean waters to mention a few..... perfect to visit in summer!

Newcastle 4* Monday 17th – Friday 21st July 2023 Leonardo Hotel 5 Days £620.00p/p

Centrally located, Leonardo Hotel Newcastle is our home for the duration of this tour. Chosen for both its contemporary facilities and fantastic location which puts you within easy walking distance of top city attractions and Newcastle Central Station. With tourist attractions such as the Centre of Life, Newcastle Discovery Museum, the Utilita Arena and other Newcastle landmarks you couldn't be better placed!



This tour includes 2 full day excursions. The first will be to Carlisle & Hexham. We will be following Hadrian's Wall. Giving you chance to take in the sights, flora & fauna of this spectacular area of Northumberland with stops for lunch.



Your second excursion is Holy Island. Also known as Lindisfarne, famous as one of the most important centres of early English Christianity. Irish monks settled here in AD 635 and the monastery became the centre of a major saint's cult celebrating its bishop, Cuthbert. Holy Island is a pint-sized island that holds pubs and cafés a-plenty, coastal Lindisfarne Castle and ancient Lindisfarne Priory.

Wales & Chester Mon 7th – Fri 11th Aug 2023 Beaufort Park Hotel 5 Days £525.00p/p

Our home for the duration of our stay is a modern, countryside hotel with beautifully decorated rooms; offering en suite bathrooms, free Wi-Fi, TVs, and tea and coffee making facilities. Situated in Mold, Wales. The hotel offers a fine-dining restaurant serving local produce in a stunning surrounding.



We will be enjoying 2 excursion days. On this tour we visit the wonderful city of Chester. Perhaps visit the shopping district distinguished by 2-level covered arcades and Tudor-Styled half-timber buildings.... Or maybe the Roman Amphitheatre, with on-going excavations, you never know what you might find!

Your second excursion will be a beautiful location in Wales with an included ride on the Puffin Cruises. Wales is an area known for its rugged coastlines, mountainous National Parks, distinctive Welsh language and Celtic culture..... Where will we take you?

Royal Oxford Mon 21st – Fri 25th August 2023 Holiday Inn Swindon 5 Days £650.00p/p

Oxford, The City of Dreaming Spires, famous the world over for its University and place in history. It has been a home to royalty and scholars, and since the 9th century an established town. On this tour we will keep you busy with plenty to see and do.

We will be enjoying a full day excursion to Blenheim Palace (admission inc). Blenheim Palace provides an awe-inspiring experience for visitors, Known for being the birth place of Sir Winston Churchill, Blenheim Palace is a UNESCO World Heritage Site boasting a long and diverse history.



Our second excursion way will be split into 2 halves. We will be visiting Highclere Castle for half the day. Famously known as the setting of Downton Abbey. There are between 250 and 300 rooms in the Castle Saloon and during your visit you will explore the main state rooms so familiar from "Downton Abbey". Take a trip down the stairs down to the cellars and old staff quarters where you will find the Egyptian Exhibition, celebrating the 5th Earl of Carnarvon's discovery of the tomb of Tutankhamun.



Then on to Great Western Railway & Swindon Retail Outlet. So, whether you like immersing into history or a little retail therapy there is something to keep everyone entertained!
Staying at The Holiday Inn, Swindon on Half-board Basis.

Weston Super Mare Wed 6th – Sun 10th Sept 2023 Anchor Hotel 5 Days £550.00p/p

Somerset's best known holiday resort, Weston-Super-Mare, situated on the shelter bay of the Mendip Hills. Splendid views across the Bristol Channel & South Wales, it is perfect for a little stroll. Staying at the fabulously situated Anchor Hotel.



You might know Weston for it's traditional donkey rides, amusements, the Grand Pier, Ice-cream on the beach and Fish & Chips. But they have lots more to offer..... Not one, but two theatres, two cinemas, a free museum.... You'll be pleasantly surprised at the amount of things to do! The newest addition is the Mairne Lake. Renovated in 2022, it offers the perfect spot with its own sandy beach for sea water swimming and paddling even when the tide is out.

This tour includes 2 Excursions

Troon, Scotland Mon 9th – Fri 13th Oct 2023 South Beach Hotel 5 Days £520.00p/p

Troon sits on the Ayrshire coastline and boasts stunning sandy beaches with views overlooking Ailsa Craig and the Isle of Arran. It retains the old seaside charm whilst offering modern facilities. The town centre offers a variety of independent cafes pubs and restaurants, unique gift shops and some great outlets for fresh food and drink including family butchers, delicatessen, baker's, fresh fruit and veg, locally landed fish and even a traditional style sweetie shop! You'll even find a High Street bank!



The South Beach Hotel is a family-owned hotel and home to one of the best golf courses in Scotland. They will offer you a warm welcome and relaxing home from home during your stay not to mention the best Scottish produce! This tour will include 2 excursion days.

Exmouth Wed 18th – Sun 22nd Oct 2023 Cavendish Hotel 5 Days £500.00p/p

Exmouth is one of the oldest and most picturesque seaside towns in Devon. The town is the gateway to the world heritage Jurassic Coast. Developed as a seaside resort in Georgian Times, Exmouth soon became the most selected seaside resort in Britain. Nowadays it offers a rich mixture of immaculate sands, picturesque gardens, a bustling marina and enough water sport facilities to entice even the most adventurous of people!



Staying at The Cavendish Hotel on Half-board Basis. This delightful hotel is perfectly situated overlooking Exmouth's fine golden sands, in close proximity to shops and beautiful sea views. This Tour includes 2 excursions and evening entertainment.

Torquay T&T & Fireworks Fri 3rd – Wed 8th Nov 2023 Nethway Hotel 6 Days £540.00p/p



Well... we are going to spoil you rotten with this one! We have rolled Bonfire Night, Christmas & New Year all into 6 fun filled days of entertainment, food and fun!

Staying at The Nethway Hotel you will be looked after by Gary, Julie & their welcoming staff. While staying at The Nethway we will be enjoying Bonfire Night/Evening at The Famous Firework display followed by an amazing finger buffet. You will then be fast-forward straight into the Christmas Spirit with an opportunity to visit Babbacombe theatre for the Christmas spectacular show. The chef will make sure your Christmas Fayre with all the trimmings is excellent plus great entertainment! On this tour you will enjoy 3 excursions.



*If you have been
good.....
....perhaps a visit for a
man dressed in red?*



Thursford

DATE TBC

Contact Our Office for further information

After consecutive years of visiting this famous show we return again for a fantastic live performance containing over 200 artistes including dancers, musicians and West End Broadway's Top Artists.



An extravaganza of non-stop singing, dancing, music, humour and variety. ... Perfect to get you feeling all Christmassy! Their 2019 Christmas Spectacular show was their biggest year yet so don't miss out!



We will be staying in a 2/3 Star hotel on a half board basis. All transfers and tickets are included, come enjoy this unique spectacular and get yourself in the festive spirit! We also include tickets to Santa's Grotto!

A perfect Christmas experience to get you in the Christmas Spirit!

Inclusive of executive coach travel, with Door-to-Door collection*, hostess service on-board throughout your journey, 2 or 3 star hotel on Half-board basis, tickets to Thursford Spectacular Show Plus Santa's Grotto tickets as a bonus!

Tenby T&T

Mon 4th – Fri 8th December 2023

Clarence House

5 Days

£500.00p/p

Tenby is a harbour town and resort in Southern Wales. Well known for its 13th-century town walls and its stretches of sandy shoreline, including Castle Beach. The ruins of Tenby Castle are on a headland overlooking the harbour. Tenby is the perfect place to relax and enjoy the views!



Staying at The Clarence House Hotel on half-board Basis. This host is a wonderful family run hotel, offering Good Company and Great home cooked food using locally sourced produce. Join us overlooking the sea, with scenery and views towards caldy island whilst we celebrate all the best of Christmas!



Your festive fun starts soon as you board your executive coach with Festive Music, Mince Pies, Sherry, Chocolates and Games to enjoy on your journey. Traditional Christmas lunch, Wonderful Gala Dinner, Fantastic Live Entertainment maybe a visit from the man in red but only if you've been good!

Christmas in Llandudno Sat 23rd – Wed 27th Dec 2023 Four Saints Hotel 5 Days £630.00p/p

Want a wonderful, traditional and memorable Christmas then join us at The Four Saints Hotel on the seafront in Llandudno. Your festive fun starts soon as you board your executive coach with Mince Pies, Festive Music, Sherry and Chocolates to enjoy on your journey.



Llandudno is perfect for Christmas if you want to take a step back in time and enjoy all the olde world feel of Christmas Time! Llandudno has plenty of sights it's known for, perfect for a stroll. Maybe take a walk to the cliffs of the Great Orme and look out as it jut into the sea. Perhaps a trip to the Ancient tunnels which lead to a cavern at the Great Orme Mines. Or take a 1902 tramway and travel to the headland's summit of the Orme to have a bird's eye look at this beautiful seafront town.



Traditional Christmas lunch, Fabulous Company, Wonderful Gala Dinners, Fantastic Live Entertainment plus an excursion..... Where will we take you???

Not to forget.....Great Boxing Day sales in the town in fact all the stops have been pulled out to make this Christmas one to remember!

New Year Celebrations Sat 30th Dec 2023 – Tues 2nd January 2024 4 Days £TBC

Our New Year tour is back!!!!!!

This four day tour is packed with celebration.... Come join us to bring in 2024! One full day excursion is included.



Traditionally, again we have Carol's Infamous Fancy Dress competition (New Year Day night). See in 2024 with a Gala Party and all your travelling friends. This tour is always very, very popular!!!

Please contact our office for further information.

Contact our office now for your 2024 Brochure!

CAROLS TRAVELS TERMS AND CONDITIONS

Payment: A **non-returnable deposit of £50 per person per tour is payable on booking**, the final balance date will be advised but is usually 8 weeks prior to travel. If you cancel your holiday less than 8 weeks prior to your departure date you will be charged a % of your holiday cost please see **cancellations** below.

Thursford Deposits: **The deposit for this tour will be £90.00 per person & must be paid at the time of booking. This is to cover our normal deposit charge plus the deposit cost of the show ticket.**
Please note this is a non-refundable amount.

Payment Methods: We take payments Via Bank Bacs or cheque. We do not take card payments of any kind. We will be happy to take cash payments as long as they are within 14 days of the booking date or before the final payment due date and are agreed by office management prior.

Behaviour & Conduct: We're committed to making sure that all colleagues, including people working on our behalf, demonstrate high standards of professional conduct. We also expect our passengers & Crew to feel safe and to treat our staff & fellow travelers courteously and in a manner to not cause alarm, upset, insult or nuisance. Passengers who in the opinion of the crew appear to behave in an inappropriate manner without limitation, by use of obscene or offensive language or behaving in a manner that is abusive or threatening/Or to be under the influence of alcohol, drugs or solvents may not be permitted to travel. Any person who is refused travel must cover any costs incurred by this.

Passports: Where applicable, valid passports are required for all non UK travel. 0000000001

Cancellations: If you cancel your holiday you must do this in writing and the cancellation will start on the receipt of this. Cancellations received in writing 49 days or more prior to departure you will receive 100% of your holiday cost less your £50 deposit.

Cancellations received in writing between 36 to 48 days before departure you will receive 50% of your holiday cost minus your £50 deposit.

If you cancel 35 days or less prior to departure you will receive 0% of the cost of your holiday. Your place can be transferred to another person with an administration fee of £20.00 per person.

Request of Replacement Documentation or Insurance Letters: Please note that Carols Travel will be happy to send out replacement documentation if lost at a cost of £20.00. Carols Travel will also be happy to provide documentation for Insurance claims. This will also be charged at £20.00 per request. This is to cover the cost of staff producing these documents and sending them out to you.

Liability: Carols Travel have no liability for any cancellations or amendments occurring which are beyond the control of Carols Travel due to natural disasters, pandemics, state of emergency, port closures, acts of war, Government Restrictions/Closures, adverse weather or road conditions.

Carols Travel accept no liability for belongings or possessions left on-board the coach. They are left solely at the clients own risk. This is due to the coach parking at some resorts being unmonitored council coach parking areas, a distance away from our chosen hotel.

Alterations: Carols Travel reserve the right to alter any tour itinerary due to road or weather conditions etc. Carols Travel reserve the right to change the advertised hotel/excursions for reasons such as closure, change of hotel management or policy, sickness at the hotel/excursions or danger to our clients. There is no liability on Carols Travel for factors beyond our control.

Safety: On every journey advice will be given on safety whilst travelling on the coach, it is in the interest of the passenger to adhere to this advice and information.

Luggage: One medium size case per person (max weight 40lbs / 18kg) and hand luggage that can be safely stored under your seat or in the overhead lockers. We request any tour with more than one hotel you also bring an overnight bag which can be stored at the front of the luggage compartment, this can therefore be unloaded instead of your main suitcase.

Special Needs: Any passenger with any special needs (e.g. diet, medical, accessibility) or special type of room (e.g. shower or wet room etc) it is essential that you contact us whilst booking then we can make the necessary arrangements. We cannot accept any liability for restrictions to your holiday if these needs are not stated to us at time of booking. Special request are on request basis to the hotel and cannot be guaranteed.

Seat and Room Allocation: Every effort will be made to provide precisely the hotel room requested and we will convey this request direct to the hotelier or attraction provider, we must stress however we cannot guarantee any request. With regards to coach seating again we will endeavour to seat you in the area of the coach you request however this can depend on the popularity of the tour and this will be allocated on a first come basis. Your coach seating may be moved or adjusted dependant on the tour coach allocated.

Mobility Aids: Walkers, mobility scooters or any other walking aid must be disclosed at the point of booking and on some tours this may be restricted. If you do not disclose at the time of booking that you need space for a walking aid, you may not be allowed to travel on departure day.

Door-to-Door Service: We operate a door to door service for passenger pick-up's. Although our pick-up areas cover a mass area in West Yorkshire and Lincoln we do have to restrict how far an area we cover. Please note some door to door pick-up's may incur an extra charge if they are outside of our designated areas. These charges can be advised/approximated on request by calling our office.

Excursions: Our excursions are not set into a day-by-day itinerary. This is left to the discretion of the crew on board your tour coach. This is to ensure you get the best from your holiday with Carol Travel; as if you are visiting a destination that is mainly located outdoors/non-covered and the weather is of a wet or snowy nature we can change and amend the days we visit. Please check all excursions with the crew on your tour coach. We also have to address Covid-19 restrictions.

Complaints procedure: Should you have a complaint about any aspect of holiday, kindly notify one of the coach crew while in resort so that the problem can be swiftly resolved, if this cannot be resolved you must send the complaint to our offices in writing within 21 days of your return home. Any complaints received after the allocated time will not be addressed.