

Carols Travel

in conjunction with Ross Travel Group

Quality Door to Door Holidays

2026

UK Coach Tour Holidays

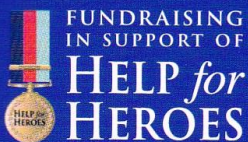


Door To
Door
Pickups

No Single
Supplements

Coach
Hostess
Service

Wheel
Chair
Friendly



www.carolstravel.co.uk

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E-mail: carols.travel@aol.co.uk

Find us on 

Who are Carols Travel?

Let's tell you about us..... We are a small family run holiday company offering UK coach holiday with a personal, friendly, welcoming touch. We pride ourselves on giving all our passengers new and old a personal experience while travelling with us. From the very instance of your enquiry to the minute you return to your doorstep at the end of your holiday.... we are with you every step of the way.

Carol, our lovely company director. She has been in the travel industry for more than 25 years and has worked for many travel organisations prior to establishing Carols Travel. Carol is on-board all our tours and offers a full hostess service while travelling and will be the person who greets you when you meet your tour coach. She has valuable knowledge of all our destinations, tourist attractions and hotels we use and will offer advice and recommendations to suit you. Carol has great customer service skills and will always offer a welcoming smile!

Gayle is our chatty office manager and Carol's daughter. Gayle has been with Carols Travel for the past 9 years and has a degree in Travel & Tourism Management. She is more than happy to answer any questions or queries you may have regarding bookings, destination advice, door to door services, special requirements, hotels and much more. She will always endeavour to go above and beyond to help from step one of your holiday booking.

Mark, Our witty tour driver. Mark has been a coach driver for nearly 40 years and came to join Carols Travel in 2017. Mark is now Carol's husband and works alongside her on every tour we take out. Mark loves a laugh and a joke so will keep you more than entertained along your journey!

As usual, your family travel agents are back! We have been super busy finding some little charms to visit in 2026!

What do we offer....

We pride ourselves on a personalised booking experience designed to suit each individual traveller. We have a direct phone line where you can speak to a human (not a robot). Our staff will take the time to listen to your requirements and advise the best holiday for yourself. From your first call to us we are with you every step of the way.

We offer Door-to-Door service included in your holiday cost within 10miles of your local coach pick-up point. Our pick-up areas are Yorkshire & Lincolnshire. 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 walking aid friendly. Due to space restrictions these have to be pre-booked and are limited to three small walkers per tour. We do however 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 office on 01274 851477. Out of office hours? Contact our Emergency Number on 07870 623802. 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 2025... We are looking forward to seeing you all!

Office Opening Hours

Monday	9.00am – 14.00hrs
Tuesday	9.00am – 14.00hrs
Wednesday	9.00am – 14.00hrs
Thursday	9.00am – 14.00hrs
Friday	9.00am – 12.00hrs
Saturday	CLOSED
Sunday	CLOSED

Tour Destinations 2026

<u>Destination</u>	<u>Tour Dates</u>	<u>Duration</u>	<u>Price (P/P)</u>
Mystery Tour	Monday 26 th – Friday 30 th January	5 Days	£430.00p/p
Llandudno	Monday 23 rd – Friday 27 th February	5 Days	£460.00p/p
Great Yarmouth	Monday 23 rd – Friday 27 th March	5 Days	£480.00p/p
Tenby	Monday 13 th – Friday 17 th April	5 Days	£580.00p/p
Porthcawl	Saturday 25 th – Wednesday 29 th April	5 Days	£500.00p/p
Weston-Super-Mare	Monday 25 th – Friday 29 th May	5 Days	£550.00p/p
Bognor Regis	Saturday 6 th – Wednesday 10 th June	5 Days	£660.00p/p
Blackpool	Wednesday 15 th – Sunday 19 th July	5 Days	£590.00p/p
Dunoon, Scotland	Sat 29 th Aug – Wed 2 nd September	5 Days	£580.00p/p
Eastbourne	Sat 19 th – Wednesday 23 rd September	5 Days	£620.00p/p
Isle of Wight	Monday 26 th - Friday 30 th October	5 Days	£540.00p/p
Torquay Festive T&T	Monday 2 nd – Friday 6 th November	5 Days	£560.00p/p
Morecambe & The Lakes	Friday 11 th – Tuesday 15 th December	5 Days	£575.00p/p

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

A laugh a minute! I was a new arrival to their travelling family. Didn't know what to expect or what it was going to be like.... Travelled with my friend on our first trip..... Now she is going on another trip on her own! What a beautiful bunch of people, very friendly. I have met lots of new friends. Thoughtful staff, lovely entertainment & hotels.... You definitely get what you pay for! Door to Door service from your home is a massive bonus all included in the price. Also hostess service on-board for tea, coffee, cold drinks and snacks are brilliant so no excessive motorway service prices! Carols Travel have a full range of holidays with plenty of choice to choose from! Can't wait to book my next one!

Joan Robinson, Cleckheaton

Never been on holidays like these, everyone is so welcoming and when they say they are a travelling family that is exactly what it is, felt so at home, made friends which was a massive worry as a single travelling lady on my own. I can't wait for the new brochure so I can book my jollies for next year!

Katherine Broome, Huddersfield

Very pleased with Carols Travel. Easy to book, hotels and excursions are great and value for money. Excellent helpful staff. All my needs are always met & look forward to my next holiday with you. I was recommended to Carols Travel and I've never looked back!

Yvonne Thompson, Lincoln

I've recommended Carols Travel to all my friends. Pleasant, most helpful staff..... Love the hostess service, ease of booking and Carol running up and down the coach keeping us all happy. I'd tell everyone to book with you as it's nice to go somewhere with a friendly bunch of people, with other coach companies your just a number, with Carols you're a person!

Sandra M, Lincoln

Carols Travel has become a very important part of my life & I wouldn't want Carols Travel not to be part of it!

John Rayment, Lincoln

We have had some wonderful trips with Carols Travel. We've made some lovely friends and memories and we can't wait for the next one!

Sue & Trevor Moroney, Cleckheaton

Superb holidays, good company and always well looked after. I have been travelling with Carols Travel for many, many years and never been disappointed! Can't wait for my next holiday with them!

Marlene Battye, Bradford

Mystery Tour

Monday 26th – Friday 30th January 2026

5 Days

£430.00p/p

Join us on-board for our Mystery Tour. What a great way to kick start 2026. Want to take the stress away from choosing your next holiday? Let us give you a hand.....

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. We will also throw in a half-price bar!Where will it be???



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

Llandudno

Monday 23rd – Friday 27th February 2026

5 Days

£460.00p/p

Our February jaunt takes us to Llandudno, a Victorian seaside gem in Wales, and as early as 1861 was being called 'the Queen of the Welsh Watering Places'. Famously known for its Great Orme Headland. We will be staying at Hydro Hotel.



We will be taking a full day to visit the bewitching beauty and unique atmosphere of Chester. One of Britain's most popular places for an unforgettable visit, this ancient city is a breathtaking destination with each chapter of Chester's history etched into the very fabric of the city. Popular for its rowed black and white buildings, medieval two-tier architecture with covered walkways which today house many of Chester's shopping haunts, eateries & art galleries.

Your second half day excursion will be visiting Anglesey. Rich in history, from ancient Celtic monuments and Druidic sites to Beaumaris Castle and the historic Menai and Britannia Bridges. The island boasts a vibrant foodie scene, known for its world-renowned Halen Môn sea salt, and numerous outdoor activities like coastal walking and bird watching.



You will also have a free day to explore Llandudno at your leisure. Visit one of Llandudno's quaint cafes, take a ride up the Great Orme or maybe a walk on the flat beachfront to take in the nature of Wales's famous fauna and flora.

Great Yarmouth

Monday 23rd – Fri 27th March 2026

5 Days

£480.00p/p

Staying at The New Beach Hotel, centrally located on the seafront opposite Britannia Pier with its enticing Golden Sands and traditional Pier, where if your lucky can spot a glimpse of the local seals basking in the sun!

Your first excursion will be a full day visiting Norwich. Offering a mix of history & modern culture. Norwich has a beautiful balance, from its medieval architecture to its vibrant art scene, not to mention it has UNESCO City of Literature status. Norwich has a bustling market too.

Welcoming around-the-world street food, pop up shops, traditional stalls to independent stores. You will be spoilt for choice, from the Theatre, Markets, Castle & Cathedral there is no shortage of places to explore.



You will also have a half-day excursion to Southwold. An historic seaside town known for its iconic Pier, Harbour, Adnam's Brewery, Lighthouse and sandy beach with colourful huts. A popular seaside town offering a genteel alternative to the more hectic seaside resorts.

You will also have a Free Day to explore Great Yarmouth at your leisure.

Tenby

Monday 13th – Friday 17th April 2026

5 Days

£580.00p/p



Tenby is a popular, but quaint harbour town and is known as the jewel in the crown of Pembrokeshire. Staying at The Clarence Hotel, you will receive a warm welcome from Penny & Her Team. Wonderful food, comfortable rooms and evening entertainment is all on offer. The hotel sports spectacular views over The Isle of Caldy & surrounding areas.

A half day visit to Saunders foot is included, a classic seaside experience with a beautiful, wide sandy beach, a thriving harbour, and a range of shops, cafes, and restaurants. It offers a great base for exploring South Pembrokeshire. The village originally developed around the harbour, built to export anthracite from the local coalfield.

Your full day excursion will take you to Cardigan. The gateway to the picturesque landscapes of Ceredigion, known for its delicious local food producers, coastal walks and dolphin spotting to mention a few of its attractions. Induce yourself with its historic charm, vibrant arts and stunning natural beauty.

You will also have a free day to explore Tenby at your leisure.

Porthcawl

Saturday 25th – Wednesday 29th April 2026

5 Days

£500.00p/p

Staying at The Seabank Hotel on Half-board Basis. The Seabank Hotel is one of Porthcawl's most prominent buildings, situated on a headland, a short walk from the Grand Pavilion and John Street shops. Excursions below are all included.....

Full Day – Bracelet Bay, Mumbles & Swansea

Beautiful Bracelet Bay beach sits on Mumbles head. Its rocky shoreline is award winning, it has a great view of the lighthouse and it's the perfect spot for an ice cream. Mumbles marks the beginning of the Gower Peninsula's coastline. It's a well-loved area of Swansea, with its cute cottages, independent shops and beautiful seafront location. Surround yourself in the history and tradition that this area is steeped with. The lighthouse, built in 1794, Victorian Pier and Oystermouth Castle, sitting on a hilltop with fabulous views overlooking the sea. Finishing off in Swansea for a comfort break.... Maybe a little shopping, grab something to eat & a coffee!



Your second full day excursion takes you to the eleventh largest city in the UK and the capital of Wales. Cardiff, widely regarded as being the city with the most castles in the world. The most famous amongst these is Cardiff Castle, which has stood for nearly 2,000 years at the heart of the city. Cardiff is a city full of culture. National Museum Cardiff houses the largest collection of Impressionist art outside Paris as well as works spanning over 500 years of art history. The Museum of Cardiff tells the tale of the city from its 1300s origins to present day.



PAYMENT PLANS

Fancy spreading the cost of your holiday?

To help our customer's spread the cost of their holiday we now offer a payment plan service. The best bit is it doesn't cost you anymore.... No added costs, just the price in our brochure.

Give us a call to book your holiday and pay a £50.00 deposit at time of booking to secure your place. You can then spread the cost of your holiday booking, paying as little or as much as you would like up until 6 weeks before the departure date of your holiday. All balances should be paid in full by the 6 week cut off point.

Weston-Super-Mare

Monday 25th – Friday 29th May 2026

5 Days

£550.00p/p

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

Staying at the Smiths Hotel. A striking family run hotel that occupies a prime position on the beautiful seafront. Proudly sporting attractive and stylishly decorated en-suite bedrooms, many with spectacular sea views, each hotel room is fitted with en-suite facilities to make your stay more convenient and relaxing.



Full day excursion to Bath. Explore the UNESCO world heritage Site, one of England's most beautiful cities. A compact city with honey-coloured architecture: admire the Royal Crescent, marvel at the Abbey or perhaps visit one of the many museums. This elegant and fascinating city was built for relaxation and the Roman Baths are still a popular attraction today.



We will be travelling through Cheddar Gorge to visit historic Wells. An elegant and fascinating city Home to a magnificent Cathedral and surrounded by the rolling hills of Somerset, it's a delight to explore. Wells is known for being England's smallest City. You will also have a free day in Weston Super Mare



Bognor Regis in Summer

Saturday 6th – Wednesday 10th June 2026

5 Days

£660.00p/p

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!



Arundel, a fantastic destination for a day visit. Situated on the Eastern side of the River Arun and home to a medieval Castle, Roman Catholic Cathedral and many antique shops it's a historic collector's paradise. If all that doesn't tickle your taste buds take a stroll to Swanbourne Lake to take in the sights which will be blooming at this time of year with flora & fauna!

Our excursion day will take us to Worthing. With attractions such as Highdown Gardens, Worthing Pier, Worthing Gallery & Museum and Worthing Beach you will not be short of something to do or see! The afternoon will see us visiting the English Martyrs Catholic Church of Goring, home of the Sistine Chapel ceiling, the only known reproduction in the world.

Blackpool

Wednesday 15th – Sunday 19th July 2026

5 Days

£590.00p/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.



Firstly Southport, a full day to spend exploring the area at your leisure. Then your second, Fleetwood Market & Cleveleys..... Giving you the morning to do a little retail therapy in a market that dates from 1840 then on to Cleveleys for the afternoon. You will also have a free day in Blackpool



Dunoon

Saturday 29th Aug – Wednesday 2nd Sept 2026

5 Days

£580.00p/p

Your home for the 5 days will be The Selbourne Hotel. Superbly situated looking south across the Clyde, the hotel features a newly refurbished bar lounge with dancefloor and restaurant. Many of the bedrooms offer uninterrupted views of the river.



Your first daytrip...will be taking a scenic tour, taking in all the sights which runs along the western shore of the Loch. The area between Loch Lomond and Helensburgh is the gateway to the Trossachs. Travelling through Luss, on the west shore of the loch, and other smaller settlements like Gartocharn, Balloch, and Alexandria to the south. Helensburgh itself is a charming town with a historical appeal offering a good finishing point after explore the wider area.



Full day scenic ride in Inveraray.....renown for its beautiful Scottish Georgian architecture, stunning natural scenery on Loch Fyne, and the impressive Inveraray Castle and the interactive Inveraray Jail. For more than 500 years, Inveraray Castle has housed the chieftain of one of the world's best-known family clans, the Clan Campbell. Now the home to the 13th Duke of Argyll, His Grace Torquhil Ian Campbell, and his young family.



Eastbourne Saturday 19th – Wednesday 23rd September 2026

5 Days

£620.00p/p

Staying at The Queens Hotel, Eastbourne. In a grand Victorian-style building overlooking Eastbourne Pier, this relaxed hotel is a 7-minute walk from the Eastbourne Bandstand and 11 minutes' walk from Devonshire Park Theatre. Eastbourne, known as 'The UK's sunniest place' this charming location is perfect to relax & re-energise. You will have a free day in Eastbourne.



Full day visit to Brighton....

A famous seaside resort on England's south coast, part of the city of Brighton and Hove, known for its diverse culture, vibrant nightlife and tourist attractions. The city has been a magnet for visitors in search of fun, frolics and fresh sea air. With its majestic Regency squares and crescents, iconic Royal Pavilion and famous piers, today Brighton is as well-known for being a welcoming and diverse city with a passion for culture, creativity and sustainability as it is for its historic landmarks.



Half-day visit to Alfriston....

Located in the South Downs National Park. Explore the historic heritage of the village and the natural beauty of the surrounding countryside. Stroll north or south along the Cuckmere River to soak up the natural peace and tranquillity of the area. Around the village, visitors can enjoy the famous St Andrew's church (the "Cathedral of the South Downs"), the clergy house (the National Trust's first property) and our wide range of galleries, cafés, pubs and shops. Home to typically thatched roofs and medieval architecture is it truly like stepping back in time!



Isle of Wight

Monday 26th – Friday 30th October 2026

5 Days

£540.00p/p

Staying at The Bayshore Hotel, a popular choice for visitors to the Isle of Wight as it is situated in a magnificent position on the seafront, opposite superbly sandy beaches, the traditional pier and close to the high street. The Isle of Wight has a great deal to offer with many superb beaches, mile upon mile of stunning countryside and coastal walks and all the usual modern holiday facilities.



Your first full day excursion will be taking you to Alum Bay & Yarmouth. Alum Bay is well known for its multi-coloured sand cliffs and stunning views across the Solent. This natural wonder provides some striking scenic sights across the vertically formed Needles with Crystal clear waters. Maybe take a chairlift down to the beach and tickle your toes in the beautiful sand. Your afternoon will be spent in Yarmouth. A small, picturesque town known for its charming harbour and its 16th-century Yarmouth Castle. Perfect for exploring cobbled streets, browsing boutique shops, local pubs and restaurants, and a great place to explore West Wight's natural beauty.



Your second full day excursion will be visiting Cowes & Ryde. Cowes famous for its vibrant maritime atmosphere, a rich history of sailing, and cultural attractions like Osborne House. You can enjoy watching yachts in the bustling harbour, exploring quaint independent shops and cafés, may be visit the Cowes Maritime Museum, and experience a unique blend of traditional charm and lively culture. Then on to Ryde for the afternoon, known as Isle of Wight's largest town.



Ryde is a vibrant destination that blends golden sands, independent shopping and a strong creative spirit, making it a brilliant choice for a holiday. It's also the hometown of the late Oscar-winning film director Anthony Minghella, and renowned journalist and author Philip Norman.

You will also have a free day to explore at your leisure.

Torquay Festive T&T

Monday 2nd – Friday 6th November 2026

5 Days

£560.00p/p

Staying at The Nethway Hotel you will be looked after by Gary, Julie & their welcoming staff. You will 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 2 excursions.



Your first full day excursion will be taking you around Teignmouth & Dawlish. Teignmouth, a Classic English coastal experience with beaches, a pier, and a lido, alongside historic Georgian architecture and opportunities for coastal walks in a relaxed atmosphere. Dawlish on the other hand has unique attractions like the famous black swans and the stunning railway line along the coast, not to mention the nature reserve at Dawlish Warren.

Your second excursion will be a half day visit to Paignton. Well known for its attractions like Paignton Zoo, Dartmouth Steam Railway and the Palace Theatre. It offers a compact resort on the English Riviera.

You will also have a free day in Torquay, Maybe ample time to do your Christmas shopping?

Had an enjoyable holiday with us?

We love to hear your feedback good or bad as this is how we know if we are doing a good job or there is something we can improve....

If there is something you wasn't happy with please tell us..... If you enjoyed your holiday, please tell your friends!

Small businesses rely on word of mouth recommendations so you are our best asset. If you tell your friends about your holiday and they want to book with us tell them to mention your recommendation & name while booking and we will credit our new traveller with £10 off the final balance of their holiday and we will also give the person who recommended us £10 credit too!

Recommend a friend is designed to reward our loyal passengers..... All you have to do is tell your friends about Carols Travell

There is no limit to the amount of people you can recommend so those £10's can soon add up. The good news is you can use your credit off a holiday as you gain them... or... accumulate them and use them all off one holiday which can save you ££££ !!!

Morecambe & Lakes Mistletoe & Wine Friday 11th – Tues 15th Dec 2026 5 Days £575.00p/p

Our home for this tour will be The Auckland Hotel positioned in a beachfront facing location. This family run 3 star hotel offers great food, attentive service, comfortable en suite rooms and evening entertainment.

Well we can't take you to the Lakes without visiting Kendal.....It's no ordinary market town. Alive with arts, events, festivals and culture, packed with intriguing history and great shopping streets. Perfect for a stroll, follow the banks of the River Kent or head to Scout Scar for breathtaking views over the Lakeland fells. Kendal truly has something for everyone!



For the afternoon we will be travelling to Bowness on Windermere, a small town on the shores of Windermere Lake and the Lake District's most popular visitor destination. Home to the main jetty for cruise boats, giving you ample time to take a little trip and view the spectacular sights of this popular destination if you wish to.



Our second day out is Lancaster, one of England's Heritage Cities. It's as vibrant as it is quirky with a captivating past and a cultured present. A creative city. An independent city. It has its own Castle, Brewery and University not to mention its theatre and museums.



From a bucks fizz reception on arrival (Christmas Eve) to a traditional Christmas dinner with all the trimmings and a visit from Santa on Christmas Day! We will fast forward you from Christmas on to Boxing Day then straight into New Year! With a festive New Year's Dinner and evening filled with entertainment to bring in the New Year!

You will also have a free day to explore Morecambe at your leisure.

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 £100.00 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.

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 56 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 55 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, staff illness, 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, staff illness 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. It is a legal requirement for all travellers to wear a seatbelt whilst on-board. Any person/s refusing to wear a seatbelt may be asked to disembark unless a valid medical certificate/reason is provided.

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 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 be refused 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.

Accuracy: We endeavour to ensure that all the information & prices both on our website and in any advertising material that we publish are accurate, however, occasionally changes and errors occur and we reserve the right to correct prices and other details in certain circumstances. You must check the current price and all other details relating to the travel arrangements that you wish to book before you make your booking.

Animals: Animals (other than registered assistance dogs) are not allowed on our trips. If you have a registered assistance dog you must advise us at the time of booking and you must carry with you the dog's registration number or a letter from the charity who provided the dog, which confirms their assistance dog status, whilst on holiday.

Late arrival by Passenger/s: We will be unable to delay departures where you arrive late at any of the stops on-route, during your trip, or where you are late to arrive at the departure point and where you miss a pick-up you shall have no claim against us for any losses you incur as a result.

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.