

MOBILITY &
TRADING CHARTER
INFORMATION



CUSTOMER SERVICES:
01389 713713

MOBILITY INFORMATION

We want everyone to enjoy our holidays and we are happy to assist you in choosing a suitable tour:

Customer Service Number:
01389 713713

This booklet provides information on our hotels, coaches and itineraries to inform your booking decision. Wheelchair or mobility scooter dependent customers may not be able to access all parts of the holiday itinerary. It is your decision to book based on the information provided by us and your independent research about itinerary destinations.

Unfortunately we cannot accept your booking if travelling against the advice of a doctor.

DECLARING MOBILITY ISSUES

It is important that, when booking, you advise us of any disability, specific or complex needs you may have.

Important: You must tell us if you have an existing medical condition, disability or complex need that may affect your holiday or other group members' enjoyment of it before you book your holiday. We reserve the right to request a doctor's certificate confirming the passenger is fit to travel. If, in our reasonable opinion, your chosen holiday is not suitable for your medical condition or disability, we reserve the right to refuse your booking.



OUR HOTELS

ARDGARTAN HOTEL LOCH LONG



- Disabled bedrooms.
- No ground floor rooms.
- Two lifts access all rooms.
- Walk-in showers available.
- All public areas on one level.

LOCH TUMMEL HOTEL TUMMEL BRIDGE



- Ground floor rooms.
- Lift service to all bedrooms.
- Limited walk-in showers available.
- All public areas on one level.

HIGHLAND HOTEL FORT WILLIAM



- Ground floor rooms accessible by some steps.
- Lift service to most bedrooms.
- Walk-in showers available.
- All public areas on one level.
- Stairs and ramp at hotel entrance.
- The hotel is a 5 minute walk from the town centre but please be aware the hotel sits above the town and is accessed by a long flight of stairs. A taxi can be arranged for guests who want to visit the town by car (0.3 miles).

LOCH AWE HOTEL LOCHAWE VILLAGE



- Ground floor rooms available.
- Lift service to most bedrooms.
- Walk-in showers available.
- All public areas on one level.
- Dropped kerb at hotel entrance.

LOCH ACHRAY HOTEL TROSSACHS



- Ground floor rooms accessible by 2 steps.
- Lift service to some bedrooms (2 steps down to lift).
- Walk-in showers available.
- All public areas on one level.

INVERRNAID HOTEL INVERRNAID



- No ground floor rooms.
- Lift service to some bedrooms.
- Walk-in showers available.
- All public areas on one level.
- The Hotel is mainly accessed by passenger boat. All passengers must be able to board the ferry from a floating jetty and manage the short but steep walk from the pier to the hotel including a few steps. This is a requirement of all passengers staying at and visiting the Inverrnaid Hotel. Therefore, not recommended for people with walking difficulties.



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COACH TRAVEL

- All passengers must be able to walk up the steps on the coach (4 steps at the front door, 5 steeper steps at the middle door).
- Our coach drivers are unable to provide assistance.
- Walking frames, wheelchairs and mobility scooters are all welcome but please ensure you book them onto the coach before you travel.
- Please consult your doctor before booking if you have had DVT, pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, stroke, heart and lung disease **or** if you have had any major surgery in the past 3 months.
- A booking will be refused if any member of your party intends to travel against the advice of a medical practitioner.

CRUISE & FERRY BOATS

- Passengers must be able to walk stably on floating jetties.
- Passengers must be mindful of slippery or uneven surfaces on piers and ferries.
- Please be aware that all holidays at the Inversnaid hotel involve ferry travel to and from the hotel.
- Cruise boat operators that we work with do not all have disabled access. Please check before booking.

KEY ATTRACTIONS

Most of our excursions are mobility friendly but due to Scotland's historic past some places we visit are not as well equipped. Please check attractions' websites before travelling as we cannot guarantee they will meet your mobility needs.

The Edinburgh Tattoo

Our coaches park as close to the venue as possible, however there is some walking required as well as steps up to the stand. Special arrangements may be made for disabled customers, subject to availability and early booking is required.

Castles & Gardens

We love to show off Scotland's historic castles and spectacular gardens. Unfortunately some of these ancient locations are not fully equipped with disabled access. We recommend checking and deciding whether the excursion meets your mobility needs before booking.

Train Trips

Several of our itineraries involve train trips. Passengers must be aware of the step onto trains and Lochs and Glens cannot guarantee that all public train stations have disabled access.

Hill House

As well as entry into the house of Charles Rennie Mackintosh, there is an option to take the walkway over the roof where you will climb 54 steps to a height of 15 metres from the ground.



Edinburgh Tattoo

TRADING CHARTER

1. FINANCIAL PROTECTION

Your contract is with MF Wells (Hotels) Ltd, School Road, Gartocharn, G83 8RW, trading as Lochs & Glens Holidays. When you book a holiday with us, the money you pay us for the booking will be protected by Bonded Coach Holidays (BCH) and the Association of Bonded Travel Organisers Trust Limited (ABTOT), this is a Government approved consumer protection scheme. The scheme will also ensure your repatriation in the event the company becomes insolvent. Our Trading Charter and Booking Conditions set out clearly and simply the responsibility we have to you and in turn, you have with us, when a contract is made. There is no financial protection if you purchase just transport or accommodation-only from us. We fully comply with the Package Travel and Linked Travel Arrangements Regulations 2018. The combination of travel services offered to you is a package holiday within the meaning of the Regulations. Therefore, you will benefit from all rights applying to package holidays. Lochs and Glens Holidays will be fully responsible for the proper performance of the holiday and providing assistance if you are in difficulty. Your key rights will be in the details of the tour which will be provided prior to booking.

2. BOOKING AND PAYMENT

When a booking is made, the 'lead name' on the booking guarantees that he or she is 18 or over and has the authority and accepts on behalf of the party the terms of these booking conditions and pays the deposit indicated in the brochure and as confirmed in the pre-contract information. After we receive your booking and all appropriate payments, if the arrangements you wish to book are available, we will send you a confirmation invoice within 14 days. This confirmation will include any special requests we have agreed. A binding agreement will come into existence between us when we dispatch this invoice to the 'lead name'. Please check the confirmation carefully to ensure all the information is correct. This contract is governed by Scottish Law, and the jurisdiction of the Scottish Courts.

Deposit £30.00 per person.

The balance of the price of your holiday must be paid at least 4 weeks before your departure. If you book within our balance due period, you will need to pay the total holiday cost at the time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit, and apply the cancellation charges set out in the paragraph below. The date of cancellation will normally be the date we receive your written confirmation that you intend to cancel or 15 days after the balance due date, whichever comes first.

3. BROCHURE ACCURACY

Although Lochs and Glens Holidays make every effort to ensure the accuracy of the brochure information and pricing, regrettably errors do sometimes occur. You must therefore ensure you check the price and all other details of your holiday with us at the time of booking and when you receive our confirmation invoice.

4. OUR PRICING POLICY

Lochs and Glens Holidays endeavour to ensure that the most up to date and correct prices are shown in our brochure. Occasionally, an incorrect price may be shown, due to an error. When we become aware of any such error, we will endeavour to notify you at the time of booking (if we are then aware of the mistake) or as soon as reasonably possible. We reserve the right to cancel the booking if you do not wish to accept the price which is applicable to the holiday. Holiday prices include all travel, hotel accommodation and meals as specified in the holiday description and VAT payable in the UK where applicable.

5. IF YOU CHANGE YOUR BOOKING

After we have issued our booking confirmation we ask you to check the details carefully, we will do our best to accommodate any changes you may want to make but we cannot guarantee to do so. Any changes must be notified to us in writing and signed by the person who is the lead name of the booking. If we are able to make the changes an amendment fee of £10 will be payable plus any difference in the selling price of the package. More than 29 days before departure, it may be possible at our discretion for you to alter your holiday package or be issued with a discount voucher to the value of your deposit to be used within two years, however less than 29 days cancellation charges apply on all bookings (see below).

6. TRANSFERRING YOUR BOOKING

You can transfer your booking to somebody else but the person must satisfy all the conditions of the holiday and this change must be made before departure. This transfer will cost £10 plus reasonable costs to make the transfer. You will remain responsible for ensuring payment. This is in addition to (and does not affect) the separate responsibility of the transferee to us.

7. IF YOU NEED TO CANCEL YOUR HOLIDAY

You or any member of your party, may cancel your holiday at any time provided the cancellation is made by the person signing the booking form and is communicated to us in writing via the office who made your original booking. You must pay cancellation charges to cover our administration costs and to compensate for the risk of us not reselling the holiday. If the holiday is resold a refund will be made. Your cancellation will take effect from the date on which we receive your written confirmation of your cancellation.

Period before departure which cancellation is received	Amount of cancellation charge shown as a % of total package cost
More than 29 days	Deposit Only
28-15 days	45%
14-1 day	60%
Departure date or after	100%

8. ALTERATIONS TO YOUR HOLIDAY BY US

We hope that we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make minor changes.

We reserve the right to do this at any time. We will let you know about any important changes as soon as possible, including the minimum number of passengers required on the trip. If after booking, and before departure, we make a major change to your holiday, you will have the option of withdrawing from the holiday without penalty or transferring to another holiday without any charge. In either case, we will pay you compensation, according to the scale set below. A major change includes the time of your departure or return time by more than 12 hours. If we tell you about any of these changes after we have confirmed

our holiday booking (other than force majeure), you may either:

- accept the new arrangements offered by us; or
- accept a replacement holiday from us of equivalent or similar standard and price (at the date of the change), if we can offer you one; or
- cancel your holiday with us and receive a full refund of all monies

Either way, we will pay you compensation, using the Compensation table shown,

Holiday Duration	6 Days & Over	5 Days & Under
More than 56 days	Nil	Nil
29 - 56 days	£10	Nil
15 - 28 days	£15	£10
0 - 14 days	£20	£15

IMPORTANT NOTE: Compensation will not be payable if the holiday is cancelled because the number of persons booked is less than the number required, or for events beyond our control, which include: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; hurricanes and other actual or potential severe weather conditions, and any other similar events.

All holidays operate if the minimum number of participants is met. However, in no case will we cancel your holiday less than 3 weeks before the scheduled departure date, except where you have failed to pay the final balance or because of force majeure (force majeure means an event which we or the suppliers of the services in question could not foresee or avoid and is therefore beyond our control).

9. OUR RESPONSIBILITY TO YOU

We accept responsibility for ensuring the holiday which you book with us is supplied as described in our publicity material and the services offered reach a reasonable standard and if you are in difficulty we will assist you. If any part of our holiday contract is not provided as promised, you may terminate the contract without paying a termination fee and we will pay you appropriate compensation if this has affected your enjoyment of your holiday. We will however, not be liable if there are any unforeseeable or unavoidable actions of a third party not connected with our travel services, or there were unavoidable or extraordinary circumstances, or the lack of conformity is due to a traveller in the party.

We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of twice the value of the original holiday cost (not including insurance premiums and amendment charges). We accept responsibility for death, injury, or illness caused by the negligent acts and/or omissions of our employees or agents together with our suppliers and sub-contractors, servants and/or agents of the same whilst acting within the scope of, or during their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law. In respect of carriage by air, sea, tunnel and rail and the provision of accommodation our liability in all cases will be limited in the manner provided by the relevant international convention.

If we make any payment to you or any member of your party for death or personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to act against the person or organisation responsible

for causing the death, personal injury or illness. This clause does not apply to any separate contracts that you may enter for excursions or activities during or outside of your holiday. If you or any member of your party suffer death, illness or injury whilst overseas arising out of an activity which does NOT form part of your holiday, we may offer guidance and where legal action is contemplated and you want our assistance, you must obtain our written consent prior to any proceedings (We limit the cost of our assistance to you or your party to £5,000 per party).

10. IF YOU HAVE A COMPLAINT

If you have a problem during your holiday, please inform the hotel management or your driver immediately who will endeavour to put things right. For unresolved complaints please contact customer services on 01389 713713 (Monday to Saturday – 9.00 am to 5.30 pm). If you remain dissatisfied please follow this up within 14 days of your return home by writing to customer services, Lochs & Glens Holidays, School Road, Gartochern, G83 8RW giving your original booking reference number and all other relevant information. It is therefore a condition of this contract that you communicate any problem to the supplier of the services in question. If you fail to follow this simple procedure, we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem. Should you wish to pursue the complaint further, the BCH/ABTOT have an Alternative Dispute Resolution scheme and full details are available from them. Please contact them at ABTOT, 7th Floor, 69 Leadenhall Street, London, EC3A 2BG.

11. OUR COACHES - SEATING ARRANGEMENTS

We will always use our reasonable endeavours to provide a coach to the specification in our brochure or advert, but reserve the right to substitute an alternative vehicle should there be unforeseen circumstances. There is a seating plan but in some cases, operational reasons may require a coach with a different configuration. We reserve the right to alter a coach seating plan. We also reserve the right to allocate seats other than those booked. When your booking is confirmed, you will be given a choice of seats that are available at that time. Requests for particular seats can be made on most packages when booking but because allocations are made on a first come, first served basis you are recommended to book early. If you know someone who may want to book later but sit near you please discuss this with the booking clerk at the time you make your booking.

12. HOTEL FACILITIES

Some hotel facilities and entertainment may be withdrawn for routine maintenance or be subject to seasonal availability and provision of the facilities cannot be guaranteed.

13. DELAYS

Whilst every effort is made to adhere to the times stated in this brochure, there could be circumstances beyond our control, such as weather and traffic conditions, which may cause delays. Your travel insurance may cover you for some delays. In addition, where you are delayed for more than six hours in any one day we will seek to minimise any discomfort and where possible, arrange for refreshments and meals.

14. TRAVEL INSURANCE

We strongly recommend all our customers to take out travel insurance to cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. You do not need to purchase insurance from us, but some form of travel insurance is advised. Please refer to the insurance summary at the front of the brochure.

15. HEALTH AND SAFETY

Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey for a long period. If you are planning to undertake a journey of more than three hours, you should consult your doctor, if you have ever had DVT, pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, stroke, and heart or lung disease or If you have had major surgery in the past three months.

We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. Where we provide comfort stops you are encouraged to walk around. Exercise reduces any discomfort, which may be caused by periods of immobility.

16. NOROVIRUS/WINTER VOMITING VIRUS

Any passenger who shows symptoms (including vomiting or diarrhoea) of the highly contagious Norovirus (also known as Norwalk or Winter Vomiting Disease) may be returned home as soon as possible to minimise the risk to other passengers.

At the hotel, passengers who show symptoms will be asked to remain in their hotel bedroom until they are able to travel. Section 22 (passenger behaviour) will apply to any passenger who does not comply with our quarantine and curtailment policy.

17. SEAT BELTS

It is a legal requirement that all passengers wear seat belts. Coach seat belts cannot be legally extended, if you cannot fit in the seat with the seat belt fastened we have no alternative but to cancel your holiday and give a full refund.

18. MOBILE PHONES

For the consideration of others please do not use mobile telephones or play music or computer games that can be heard by other passengers on the coach.

19. LUGGAGE

Although our vehicles have large luggage compartments, we need to adhere to regulations concerning the overall weight of fully laden vehicles. We therefore ask you to restrict your luggage to one case per person maximum weight 20kgs (44lbs). It is your responsibility to make sure that your luggage is on board the coach on which you are travelling. Please ensure that any instructions given by our driver, at any time during the holiday, concerning luggage or personal effects, are strictly adhered to. We strongly recommend you have holiday insurance, which may provide cover in case of loss or damage.

20. NO SMOKING POLICY

No smoking permitted on our coaches or any public areas, this includes E cigarettes.

21. PETS

We do not allow pets to be taken on our packages. Registered Assistance Dogs may be accommodated.

22. PASSENGER BEHAVIOUR

We want all our customers to have a happy and carefree holiday. You are responsible for your behaviour and hygiene and the effect it may have on others. If you or any other member of your party is abusive, disruptive or behaves in a way that could cause damage or injury to others or affect their enjoyment of their holiday or which could damage property, we have the right to terminate your contract with us and we will have no further liability or obligation to you. If you are refused boarding on the outward journey we will regard it as a cancellation by you and we will apply cancellation charges. If the refusal is on your return journey, we have the right to terminate the contract with you.

23. TRAVEL DOCUMENTS, ITINERARIES AND PICK-UP POINTS

You are responsible for ensuring you are at the correct departure point, at the correct time and with the correct documents. We reserve the right to modify itineraries to conform with requests from competent authorities within the UK. When you have paid the balance 4 weeks before departure we will send you all the necessary labels so that you receive them in good time for your holiday.

Excursions which are included in the cost of your booking are detailed on the brochure page and refunds will not be made for excursions not taken. Optional excursions booked and paid for in resort do not form part of your booking. Admission fees to buildings may not be included in the price of the holiday, please check.

24. PASSENGERS WITH DISABILITIES

We want everyone to enjoy our travel arrangements. We are happy to advise and assist you in choosing a suitable holiday. But, as some of the accommodation and resorts featured may not cater for even minor disabilities, it is important that, when booking, you advise us of any disability, specific need or complex need you may have and any special requirements that will make sure the holiday is suitable. If a passenger requires personal assistance (for example, assistance with feeding, dressing, toileting, mobilising) then this passenger must travel with an able-bodied companion or carer. Coach drivers/Hotel Staff are unable to provide any such assistance.

IMPORTANT: You must tell us if you have an existing medical condition, disability or complex need that may affect your holiday or other group members' enjoyment of it before you book your holiday. We reserve the right to request a doctor's certificate confirming the passenger is fit to travel. If, in our reasonable opinion, your chosen holiday is not suitable for your medical condition or disability, we reserve the right to refuse your booking.

25. ELECTRIC SCOOTERS

It is your responsibility to check that the scooter can easily be broken down in to parts that weigh no more than 23kg each. It is entirely your responsibility to dismantle and reassemble the scooter, the driver will help you to load the parts on to the coach. If any part weighs more than 23kg the driver must refuse to accept it on the coach.

26. SPECIAL REQUESTS

All special needs and requests, if agreed, should be entered on the booking form and be included in the confirmation of the holiday. **These cannot be guaranteed** except where confirmed as part of our holiday commitment to you and are detailed on your holiday booking confirmation. We are keen to ensure that we plan the arrangements for your holiday so that special needs and requests can be accommodated as far as possible. If you will need assistance, or may be unable to fully enjoy all aspects of your holiday you must tell us in advance so that we can maximise your enjoyment of the holiday. We will need to know if you will need special facilities in the hotel, taking part in the excursions or have difficulty boarding and travelling on the coach or other means of transport. Before booking your holiday, you should be sure that you and your party are both physically and mentally capable of completing the itinerary. If you need advice or further information you should contact Lochs and Glens Holidays on 01389 713713.

27. SPECIAL DIETS

We make reasonable efforts to accommodate special diets such as Diabetic, Gluten Free, Wheat Free, Lactose free. Vegans can be accommodated, but only if they can select items off the main menu. If your dietary needs require additional food to be ordered, this can be arranged, but only if we are notified at least two weeks in advance. Foods not on the main menu will be charged at cost, plus delivery charges. For our more rural hotels, the delivery charge may be substantial. You are welcome to bring your own dietary requirement foods with you.

For customers with severe food allergies we require you to advise us in writing of the allergy and its potential consequences. Please note all food is prepared in one kitchen and we cannot guarantee that there will be no cross contamination for those with severe allergies.

28. DATA PROTECTION ACT

We retain your full contact details and other information in secure files and electronic storage facilities. We may use this information to contact you by mail, telephone or electronic means. We must pass your information on to the relevant suppliers of your travel arrangements and we take full responsibility for ensuring that proper measures are in place to protect your information. In making this booking, you consent to this information being passed on to the relevant persons or suppliers. Your data controller is ICO.

29. GENERAL DATA PROTECTION REGULATIONS

We comply with the GDPR 2018 Regulations, our data controller is Gavin Forsyth and our data protection policy can be found at Lochs.com or you can request a copy from Customer Services, Lochs and Glens Holidays, School Road, Gartocharn, Dunbartonshire, G83 8RW. Telephone 01389 713713 or email enquiries@lochsandglens.com

30. PUBLICATION DATES AND DETAILS

This brochure was printed in the United Kingdom by MF Wells Hotels Ltd trading as Lochs and Glens Holidays on 1st July 2023 and valid until the 1st January 2026. Tripadvisor ratings correct at time of going to print. Whilst every effort has been made to ensure that this brochure is correct and up to date, we do not make any guarantees regarding accuracy that may reasonably be deemed as beyond our control.

31. EMERGENCY CONTACT

Contact the hotel reception or your coach driver, if these contacts are not available call 07725 134492.

