

EXPLORE THE BEST OF GREAT BRITAIN IN A DAY!

DAY TRIPS SHORT BREAKS HORSE RACING AND MORE

T: 01761 434625

E: info@arleen.co.uk
W: www.arleen.co.uk

100 years of coach travel!

2025 is the 100 year anniversary for the family running Arleen Coaches.





Many things have changed over the years but the generations of the same family running the business has remained, passing on from one generation to the next.

For 2025 we're bringing back our most popular day trip destinations along with some new places to see and things to do. From a day at the seaside, to trade shows, horse racing and much more.

Your Perfect Day Out Awaits!

Looking for a fun and stress-free way to explore stunning destinations? Join us on our comfortable coach trips to experience the best sights, attractions, and memories in a single day. Whether you're traveling solo, with friends, or family, we've got the perfect day trip for you!

Why Choose Us?

- Comfort: Air-conditioned coaches with reclining seats and plenty of legroom.
- Convenience: Hassle-free pick-up and drop-off locations.
- Expert Drivers: Friendly and knowledgeable to enhance your experience.
- Affordable: Competitive pricing

Exciting Destinations Await!

- 1. The Scenic Coastline Adventure
- Visit breathtaking coastal cliffs, enjoy a beachside lunch, and shop at charming seaside towns.
- 2. Historic City Highlights
- Explore centuries-old landmarks, museums, and vibrant city squares.
- 3. Cultural Treasures Tour
- Discover art galleries, local markets, and enjoy traditional performances.

What's Included?

• Round-trip transportation in a luxury coach.

Book Your Trip Today! Seats fill up quickly, so don't miss out on your next adventure!

Call us: 01761 434625

Visit us online: www.Arleen.co.uk

Email us: info@arleen.co.uk

Follow us on social media for updates, offers, and inspiration:

Facebook: Arleen Coach Hire & Services

Did you know....

As well as the day trips we have other services to offer. Should you have a group travel requirement please get in touch so we can provide you with a private chartered coach.

We also have a MOT testing station, book your car in for its MOT test with us today.



1	HORSE RACING	M
DATE	EVENT	COST
SUNDAY 13TH OF APRIL	WINCANTON FAMILY RACE DAY	£20.00 PP
WEDNESDAY 16TH OF APRIL	WINCANTON CHEESE AND CIDER RACE NIGHT	£20.00 PP
SATURDAY 14TH OF JUNE	BATH LADIES DAY	£21.50 PP
SATURDAY 19TH OF JULY	NEWBURY SUPER SPRINT RACING with live music by Sophie Ellis-Bextor and Ella Henderson	£24.75 PP
SATURDAY 20TH OF SEPTEMBER	NEWBURY DUBAI DUTY FREE INTERNATIONAL	£24.00
SATURDAY 21ST OF JUNE	ASCOT ROYAL ASCOT	£30.50 PP
SATURDAY 6TH SEPTEMBER	ASCOT FLAT RACING	£30.50 PP
SATURDAY 26TH OF JULY	SALISBURY EVENING RACING	£20.50 PP

CALL NOW TO BOOK ON: 01761 434625

SATURDAY 1ST OF MARCH

MARLBOROUGH MARKET AND HUNGERFORD

Marlborough and Hungerford are charming market towns in southern England, each offering unique experiences for visitors.

• Marlborough

Located in Wiltshire, Marlborough is renowned for its historic High Street, one of the widest in the UK, lined with characterful old buildings housing an array of high-quality shops. The town hosts vibrant markets every Wednesday and Saturday, featuring a diverse mix of stalls offering fresh produce, artisan breads, cheeses, flowers, clothing, and more.

• Hungerford

Situated in West Berkshire, Hungerford is a historic market town nestled within the North Wessex Downs Area of Outstanding Natural Beauty. The town is known for its antique shops, particularly the Hungerford Arcade, and its scenic surroundings, including the Kennet and Avon Canal, which passes through the town alongside the River Dun.

Price: Adults: £21.50 Children/Pensioners: £20.50





SUNDAY 16TH OF MARCH

MYSTERY TOUR

A Coach Mystery Tour is an exciting and fun travel experience where the destination is kept secret from the passengers until they arrive. These tours are designed to add a sense of adventure and surprise to the journey, offering a unique way to explore new places without knowing what to expect.

Price: Adults: £16.00 Children/Pensioners: £15.00





SUNDAY 30TH OF MARCH

The Cotswolds and Tetbury tour

The Cotswolds and Tetbury tour is a delightful journey through some of the most picturesque parts of England. This area is famous for its rolling hills, honey-coloured stone cottages, and charming market towns.

Price: Adults: £21.65 Children/Pensioners: £20.65





FRIDAY 18TH OF APRIL

GOOD FRIDAY, POOLE

A day trip to Poole on Good Friday offers a variety of activities and attractions for all ages.

- Poole Harbour: Take a boat trip around the harbour, explore the islands (like Brownsea Island), or try some water sports.
- Beaches: Relax on the sandy beaches at Sandbanks or Canford Cliffs.
- Old Town Poole: Wander through the historic streets, visit the Poole Museum, or browse the shops and cafes.
- Food: Enjoy fresh seafood at one of the many restaurants or cafes along the Quay.

Price: Adults: £21.50 Children/Pensioners: £20.50



BOOK NOW >

Call us on: 01761 434625

MONDAY 21ST OF APRIL

EASTER MONDAY, TORQUAY

A day trip to Torquay on Easter Monday can be a great way to enjoy the end of the bank holiday weekend!

• Beaches and Coastline: Torquay is known for its beautiful beaches like Torre Abbey Sands and Meadfoot Beach. You can relax on the sand, take a stroll along the promenade, or explore the coastline....

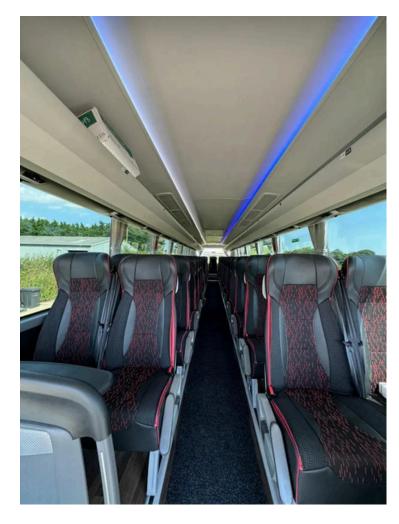
Price: Adults: £26.50 Children/Pensioners: £25.50





Travel in style with our modern, air-conditioned coaches featuring reclining seats, ample legroom, and panoramic windows for breathtaking views.

Book now on: 01761 434625



SUNDAY 27TH OF APRIL

THE DONKEY SANCTUARY AND SIDMOUTH

A day trip to the Donkey Sanctuary in Sidmouth is a great way to spend a day out, especially if you're looking for a fun and educational experience. Here's what makes it a worthwhile trip:

The Donkey Sanctuary:

- Up-close encounters with donkeys: The sanctuary is home to over 500 donkeys, including many rescued animals. You can get up close and personal with these gentle creatures, learn about their behaviour, and even help feed them.
- Interactive exhibits: The sanctuary offers a variety of educational exhibits that teach you all about donkeys, their history, and their importance in human society.
- Beautiful grounds: The sanctuary is set on 55 acres of picturesque countryside, providing a peaceful and relaxing environment.
- Kid-friendly activities: The sanctuary offers a variety of activities for children, including donkey rides, a petting zoo, and a playground.

Sidmouth:

In addition to the Donkey Sanctuary, Sidmouth is a charming seaside town with plenty to offer visitors. Here are a few other things you can do in Sidmouth:

- Explore the town's historic harbour: Sidmouth harbour is a picturesque spot with a variety of shops, restaurants, and cafes. You can also take a boat trip from the harbour or simply enjoy the views.
- Visit the Connaught Gardens: These beautiful gardens offer stunning views of the sea and the surrounding countryside.
- Take a walk along the beach: Sidmouth has a long, sandy beach that's perfect for swimming, sunbathing, and building sandcastles.
- Explore the town's shops and cafes: Sidmouth has a variety of shops and cafes, offering everything from souvenirs to fine dining.

Price: Adults: £23.25 Children/Pensioners: £22.25





MONDAY 5TH OF MAY

BANK HOLIDAY BOURNEMOUTH

Escape to Bournemouth This Bank Holiday with Arleen Coach Hire!

🌼 Sun, Sand, and Sea Awaits!

Leave your worries behind and join us for a relaxing Bank Holiday Day Trip to Bournemouth, the gem of the South Coast. Whether you're looking to unwind on golden beaches, explore charming seaside attractions, or indulge in delicious local cuisine, Bournemouth has something for everyone!

Price: Adults: £22.50 Children/Pensioners: £21.50



SUNDAY 11TH OF MAY

SWANAGE

Discover the Charm of Swanage on a Coach Day Trip with Arleen Coach Hire! Coastal Beauty & Old-World Charm Await!

Escape to the picturesque town of Swanage on the Jurassic Coast, a perfect destination for a delightful day out. With its beautiful sandy beach, quaint seaside atmosphere, and stunning natural surroundings, Swanage promises a relaxing and memorable escape.

Price: Adults: £23.85 Children/Pensioners: £22.85



SUNDAY 25TH OF MAY

LYME REGIS

Unwind by the Sea with a Coach Day Trip to Lyme Regis!

C Discover the Pearl of Dorset's Jurassic Coast!

Step into a world of natural beauty, history, and seaside charm with a day trip to Lyme Regis, the jewel of the Jurassic Coast. Famous for its fossil-rich beaches, historic Cobb Harbour, and vibrant culture, Lyme Regis offers the perfect escape for all ages.

Price: Adults: £23.00 Children/Pensioners: £22.00

MONDAY 26TH OF MAY

SPRING BANK HOLIDAY WEYMOUTH

C Sun, Sea, and Stunning Scenery Await!

Escape to the charming seaside town of Weymouth, a vibrant destination on Dorset's Jurassic Coast. With its sandy beaches, historic harbour, and lively attractions, Weymouth is the perfect getaway for a memorable day by the sea.

Price: Adults: £23.25 Children/Pensioners: £22.25



TUESDAY 27TH OF MAY

ABERGAVENNY MARKET

Shop, Stroll, and Explore the Market Town of Abergavenny!

Nestled in the beautiful Welsh countryside, Abergavenny is known as the Gateway to Wales and offers a vibrant market, charming streets, and stunning scenery. Whether you're a keen shopper, a foodie, or a lover of history, this trip has something for everyone!

Price: Adults: £23.25 Children/Pensioners: £22.25



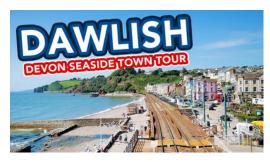
SUNDAY 1ST OF JUNE

DAWLISH AND TEIGNMOUTH

C Two Beautiful Coastal Gems, One Unforgettable Day Out! Join us for a delightful day trip to the picturesque seaside towns of Dawlish and Teignmouth, nestled along Devon's stunning coastline. From sandy beaches to historic charm, these destinations promise a perfect blend of relaxation and exploration.

Price: Adults: £25.85 Children/Pensioners: £24.85





SUNDAY 15TH OF JUNE

MINEHEAD

C A Perfect Day Out to the Gateway of Exmoor! Escape to the beautiful seaside town of Minehead, nestled at the edge of Exmoor National Park. With its sandy beaches, historic harbour, and charming streets, Minehead is the ideal destination for a relaxing and funfilled day trip.

Price: Adults: £23.25 Children/Pensioners: £22.25



SUNDAY 29TH OF JUNE

PORTSMOUTH OR SOUTHSEA

Seaside Fun and Naval History in One Exciting Trip!

Join us for a memorable day trip to Portsmouth and Southsea, where history meets seaside charm. Explore world-class attractions, relax by the beach, or indulge in shopping and dining—all with breathtaking coastal views.

Price: Adults: £24.00 Children/Pensioners: £23.00





SATURDAY 5TH OF JULY

LYMINGTON MARKET

*A Perfect Day of Shopping, Sightseeing, and Relaxation!

Join Arleen Coach Hire for a fantastic day out to Lymington Market. With its lively stalls, charming streets, and stunning scenery, this trip offers something for everyone. Don't miss this wonderful coastal getaway!

Price: Adults: £22.50 Children/Pensioners: £21.50



SUNDAY 20TH OF JULY

WESTON SUPER MARE

* Escape to the Classic Seaside Charm of Weston-super-Mare! Imagine a day filled with fresh sea air, the sound of crashing waves, and the nostalgic charm of a traditional British seaside resort. That's Weston-super-Mare!

Price: Adults: £19.85 Children/Pensioners: £18.85







BOOK NOW! 01761 434625

Friendly Group Atmosphere: Perfect for families, couples, and solo travelers looking for a day of exploration.

SUNDAY 3RD OF AUGUST

SIDMOUTH FOLK FESTIVAL

Immerse Yourself in the Heart of Folk Music and Dance at Sidmouth! Unleash your inner folk dancer, tap your feet to the rhythm of traditional tunes, and witness the magic of storytelling through song at the world-renowned Sidmouth Folk Festival.

Price: Adults: £23.65 Children/Pensioners: £22.65



WEDNESDAY 6TH OF AUGUST

DORCHESTER MARKET AND WEYMOUTH

Experience the Best of Dorset: Markets, Coast, and History! Embark on a delightful day trip combining the historic charm of Dorchester Market with the vibrant seaside atmosphere of Weymouth. This is a perfect blend of shopping, history, and coastal relaxation.

Price: Adults: £23.25 Children/Pensioners: £22.25





SATURDAY 9TH OF AUGUST

SALISBURY MARKET

Discover the Historic Charm and Vibrant Atmosphere of Salisbury Market! Step back in time and experience the bustling energy of a traditional market at Salisbury, a city steeped in history and surrounded by stunning countryside. Salisbury Market offers a delightful blend of local produce, artisan crafts, and a vibrant community atmosphere.

Price: Adults: £20.00 Children/Pensioners: £19.00





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SUNDAY 10TH OF AUGUST

LONDON MUSEUMS

Uncover the Treasures of the World: Explore London's World-Class Museums! London is a global hub for culture and history, boasting an unparalleled collection of world-class museums. From ancient artifacts to cutting-edge science, there's something to captivate every interest. A visit to London's museums is a journey through time, a voyage of discovery, and an experience you won't soon forget.

Price: Adults: £29.00 Children/Pensioners: £28.00



TUESDAY 12TH OF AUGUST

ABERGAVENNY MARKET

Shop, Stroll, and Explore the Market Town of Abergavenny!

Nestled in the beautiful Welsh countryside, Abergavenny is known as the Gateway to Wales and offers a vibrant market, charming streets, and stunning scenery. Whether you're a keen shopper, a foodie, or a lover of history, this trip has something for everyone!

Price: Adults: £23.00 Children/Pensioners: £22.00





SATURDAY 16TH OF AUGUST

BRIDPORT MARKET AND WEST BAY

Embark on a delightful day trip to the heart of Dorset's Jurassic Coast, combining the bustling atmosphere of Bridport Market with the stunning coastal scenery of West Bay. This trip offers a perfect blend of market treasures, seaside relaxation, and breathtaking natural beauty.

Price: Adults: £22.85 Children/Pensioners: £21.85





SUNDAY 17TH OF AUGUST

BOURNEMOUTH

Escape to the Seaside Paradise of Bournemouth!

Imagine golden sands stretching for miles, the refreshing sea breeze, and a vibrant town buzzing with life. That's Bournemouth! This classic seaside resort offers the perfect escape for families, couples, and solo travellers seeking relaxation, entertainment, and stunning coastal scenery.

Price: Adults: £22.50 Children/Pensioners: £21.50



WEDNESDAY 20TH OF AUGUST

ST FAGANS MUSEUM AND CARDIFF

Experience Welsh History and Culture: A Day Trip to St Fagans and Cardiff! Embark on a captivating journey through Welsh history and culture with a combined visit to St Fagans National Museum of History and the vibrant capital city of Cardiff. This day trip offers a perfect blend of historical exploration, cultural immersion, and urban excitement.

Price: Adults: £23.50 Children/Pensioners: £22.50





SATURDAY 23RD OF AUGUST

WINDSOR

Experience Royal History and Charm in Windsor!

Step into a world of royalty, history, and picturesque beauty with a day trip to Windsor. Home to the magnificent Windsor Castle, the official residence of His Majesty The King, Windsor offers a captivating blend of historical grandeur, charming streets, and stunning scenery.

Price: Adults: £26.85 Children/Pensioners: £25.85





SUNDAY 7TH OF SEPTEMBER

OTTERY GARDEN CENTRE AND EXMOUTH

*A Perfect Blend of Shopping, Relaxation, and Seaside Charm!

Join us for a wonderful day trip combining the peaceful ambiance of Ottery

Garden Centre with the scenic beauty of Exmouth, one of Devon's most

beloved seaside towns.

Price: Adults: £24.25 Children/Pensioners: £23.25





SUNDAY 21ST OF SEPTEMBER

SEATON AND SIDMOUTH

Explore Devon's Coastal Treasures!

Join us for a delightful day trip to the charming seaside towns of Seaton and Sidmouth. From the Jurassic Coast's stunning natural beauty to picturesque promenades and friendly town centres, this trip offers the perfect mix of relaxation and exploration.

Price: Adults: £27.65 Children/Pensioners: £22.65





WEDNESDAY 1ST OF OCTOBER

RINGWOOD MARKET, NEWFOREST AND LYNDHURST

A Day of Shopping, Nature, and Quaint Villages!

Escape to the heart of Hampshire for a delightful day exploring the vibrant Ringwood Market, the enchanting New Forest, and the charming village of Lyndhurst. This trip offers the perfect combination of bustling market stalls, tranquil nature, and historic charm.

Price: Adults: £22.25 Children/Pensioners: £21.25



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SUNDAY 19TH OF OCTOBER

LONDON DO AS YOU PLEASE

A Day in the Capital to Explore at Your Leisure!

Join us for a stress-free day trip to London, the UK's vibrant capital city.

Whether you want to shop, sightsee, or simply soak up the atmosphere, this "Do As You Please" trip lets you design your perfect day out.

Price: Adults: £29.00 Children/Pensioners: £28.00





TUESDAY 4TH OF NOVEMBER

ABERGAVENNY MARKET

Shop, Stroll, and Explore the Market Town of Abergavenny!

Nestled in the beautiful Welsh countryside, Abergavenny is known as the Gateway to Wales and offers a vibrant market, charming streets, and stunning scenery. Whether you're a keen shopper, a foodie, or a lover of history, this trip has something for everyone!

Price: Adults: £23.25 Children/Pensioners: £22.25



"Looking for a fun and affordable getaway?

Join us on a memorable day trip by coach!

- Comfortable travel: Relax and enjoy the scenic journey in our modern and comfortable coaches.
- Exciting destinations: Explore charming towns, vibrant cities, or stunning natural wonders.
- Free time to explore: Discover hidden gems and indulge in local cuisine at your own pace.

Book your adventure now and create unforgettable memories! 01761 434625 / INFO@ARLEEN.CO.UK

SUNDAY 9TH OF NOVEMBER

CRIBBS CAUSEWAY SHOPPING

♣ Get Ahead This Festive Season with Arleen Coach Hire!

Join us for a stress-free shopping trip to Cribbs Causeway this November and tick off your Christmas shopping before the December rush. With over 150 stores, a festive atmosphere, and plenty of dining options, it's the perfect way to get ready for the holiday season.

Price: Adults: £19.50 Children/Pensioners: £18.50



SUNDAY 7TH OF DECEMBER

CLARKS VILLAGE

Enjoy Designer Shopping & Festive Cheer!

Join us on Sunday, 7th December, for a fantastic day out to Clarks Village,
Somerset's premier outlet shopping destination. With over 90 stores
offering up to 60% off RRP, it's the perfect opportunity to grab amazing
deals and tick off your Christmas shopping list in style.

Price: Adults: £19.50 Children/Pensioners: £18.50







"Skip the traffic jams and parking woes!

Join us for a relaxing Christmas Shopping Trip by coach!

Enjoy:

- Effortless travel: Relax and enjoy the ride while we take you directly to the heart of the Christmas shopping scene.
- Top destinations: Visit renowned shopping centers, charming towns, and festive markets.
- Free time to shop: Indulge in some serious retail therapy and find the perfect gifts for your loved ones.
- Christmas cheer: Soak up the festive atmosphere with twinkling lights, Christmas carols, and delicious seasonal treats.



Book your Christmas Shopping Trip now and make the holiday season even more magical! 01761 434625 / INFO@ARLEEN.CO.UK



SUNDAY 14TH OF DECEMBER

SWINDON MCARTHUR GLEN AND GWR STEAM MUSEUM

A Christmas Shopping & a Journey Through History – All in One Day! Join us this December for a magical day out to Swindon's McArthur Glen Designer Outlet and the GWR Steam Museum. Enjoy a festive shopping spree with incredible discounts and explore Britain's railway heritage in a historic setting that's perfect for the season.

Price: Adults: £20.85 Children/Pensioners: £19.85









SUNDAY 21ST OF DECEMBER

CARDIFF SHOPPING

* "Escape the Christmas chaos and join us for a magical day trip to Cardiff by coach!

Experience:

- Effortless travel: Relax and enjoy the scenic journey to the Welsh capital in our comfortable coaches.
- Festive Cardiff: Explore the vibrant city centre, adorned with twinkling lights and festive decorations.
- Unique shopping: Discover unique gifts at the independent boutiques of the historic arcades and the stylish St. David's Centre.
- Christmas Markets: Indulge in festive treats and find unique gifts at the vibrant Christmas markets.

Book your Cardiff Christmas Shopping Trip now and enjoy a stress-free and magical day out!

Price: Adults: £20.85 Children/Pensioners: £19.85

"Discover the world without the hassle! Let coach travel be your key to unforgettable adventures.

Enjoy:

- Effortless travel: Relax and enjoy the scenic journey while we take care of the driving.
- Exciting destinations: Explore charming towns, vibrant cities, and stunning natural wonders.
- Affordable travel: Enjoy a cost-effective way to see more of the world.
- Comfortable journeys: Travel in style and comfort in our modern and well-maintained coaches.

Book your next adventure today and experience the freedom of coach travel! 01761 434625 / INFO@ARLEEN.CO.UK

MONDAY 22ND OF DECEMBER

BURNHAM ON SEA, BRENT HOUSE CARVERY MEAL AND GARDEN WORLD

▲ Celebrate the Season with a Perfect Christmas Getaway!

Treat yourself and your loved ones to a festive day out with Arleen Coach Hire! This specially crafted Christmas day trip to Burnham-on-Sea offers a relaxing seaside experience, a delicious Christmas meal at Brent House Carvery, and a magical visit to Garden World—all wrapped up in the comfort and convenience of our reliable coach transport.

First Stop: Burnham-on-Sea

Start your holiday adventure with a visit to the charming seaside town of Burnham-on-Sea. Take in the picturesque coastal views, stroll along the scenic beach, or simply enjoy the festive atmosphere around the town. Whether you're shopping for unique Christmas gifts or just soaking in the holiday cheer, Burnham-on-Sea is the perfect place to begin your day.

Next Stop: Brent House Christmas Carvery Meal

Indulge in a traditional Christmas Carvery at Brent House, renowned for its festive feast. Feast on a delicious spread of roast turkey, succulent beef, and tender lamb, paired with all the Christmas trimmings—golden roast potatoes, seasonal vegetables, stuffing, cranberry sauce, and rich gravy. Whether you're craving a hearty meal or looking to indulge in some festive cheer, the Christmas carvery at Brent House will leave you feeling merry and full of holiday spirit!

Final Stop: Garden World

End your festive day with a visit to Garden World, the perfect destination for nature lovers and anyone looking to get into the holiday spirit. Explore the winter-themed gardens, pick up festive plants and decorations, and get inspired for your own holiday decorating. It's the ideal place to pick up a seasonal gift or add some Christmas greenery to your home.

Price: Adults: £TBC Children/Pensioners: £TBC







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"Experience the World, One Day Trip at a Time with Arleen Coach Hire!" We pick up in our locality from the following pick up points:

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Bath area	Radstock area	Frome area
Burnt House	Orchard Way, P-S-J	Oakfield School
Harvester	Ashgrove, P-S-J	Badcox
Culver Hay School	Arleen Garage, P-S-J	Old Post Office
Old Kingsway Post Office	Clandown Corner	Vine Tree
The Tile Shop, Moorland Road	The Old Bell Hotel, Radstock	Rodden Rd Shops
Old Avon Street Coach Park	Oasis Bathroom, Westfield	Frome Railway Station
Bear Flat	Westfield Shops	Mells Post Office
	Charlton Cross Roads, M-S-N	Alfords Ridge, Coleford
	Crossways Tavern, M-S-N	Coleford British Legion
	Top of Redfield Road, M-S-N	Holcombe Cross Roads
	Combers Grave, M-S-N	
	Welton Rovers, M-S-N	
	Welton Garage, M-S-N	
	Thicket Mead, M-S-N	
	Writhlington Fir Tree	
	The Frome Way, Writhlington	



Terms and Conditions for Coach Day Trips and Holidays

- 1. **Introduction** 1.1 These terms and conditions apply to all coach day trips and holidays organized by Arleen Coach Hire and Services Ltd (referred to as "the Company"). 1.2 By booking a trip with the Company, you agree to be bound by these terms and conditions.
- 2. **Booking and Payment** 2.1 All bookings are subject to availability and are only confirmed upon receipt of full payment or a deposit as specified by the Company. 2.2 Payment methods include credit/debit card, bank transfer, or other methods as advised at the time of booking. 2.3 Full payment must be received by the due date specified at the time of booking. Failure to do so may result in the cancellation of your booking.
- 3. Cancellations and Refunds 3.1 Cancellations by the Customer:
- Cancellations must be made in writing.
- Refunds will be processed as follows:
- More than 30 days before the trip: Full refund
- 15-30 days before the trip: 50% refund.
- Less than 15 days before the trip: No refund. 3.2 Cancellations by the Company:
- The Company reserves the right to cancel any trip due to unforeseen circumstances, including but not limited to insufficient bookings or force majeure events.
- In the event of cancellation by the Company, customers will be offered a full refund or an alternative trip of equal value.
- 4. **Amendments** 4.1 The Company reserves the right to make minor changes to itineraries, routes, or timings where necessary for operational reasons. 4.2 Significant changes will be communicated to customers as soon as possible. In such cases, customers may accept the changes, choose an alternative trip, or receive a refund.
- 5. **Responsibilities of Customers** 5.1 Customers must ensure they arrive at the designated pickup points on time. The Company will not be liable for any costs incurred due to missed departures. 5.2 Customers are responsible for their personal belongings. The Company accepts no liability for loss or damage to personal items. 5.3 All customers are required to behave respectfully towards other passengers and the Company's staff. The Company reserves the right to remove any passenger behaving inappropriately without refund.
- 6. **Health and Safety** 6.1 Customers must inform the Company at the time of booking of any medical conditions or mobility issues that may affect their ability to travel. 6.2 The Company complies with all applicable health and safety regulations. Passengers must adhere to safety instructions provided by the Company's staff.
- 7. **Travel Insurance** 7.1 The Company strongly recommends that customers purchase appropriate travel insurance to cover unforeseen circumstances, including cancellations, medical emergencies, and loss of personal belongings.
- 8. **Liability** 8.1 The Company's liability is limited to the provision of transportation and services as described in the booking confirmation. 8.2 The Company shall not be liable for any indirect or consequential losses, including but not limited to missed connections or loss of enjoyment.
- 9. **Complaints** 9.1 Any complaints must be reported to the Company's staff during the trip to allow for immediate resolution where possible. 9.2 Complaints not resolved during the trip should be submitted in writing to the Company within 14 days of the trip's conclusion.
- 10. **Privacy** 10.1 The Company collects and processes customer data in accordance with its Privacy Policy, which is available on request.
- 11. **Governing La**w 11.1 These terms and conditions are governed by the laws of the United Kingdom. Any disputes will be subject to the exclusive jurisdiction of the courts in that jurisdiction.
- 12. Contact Information for Arleen Coach Hire and Services Ltd
- 14 Bath Road, Peasedown St John, Bath, BA2 8DH

Contact Email: info@arleen.co.uk and Phone Number: 01761 434625