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in conjunction with Ross Travel Group

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2025

UK Coach Tour Holidays



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Find us on 

To All Our Travellers & Friends, May we welcome back friends, old & new to welcome in 2025!

We have our usual favourites and some new destinations to widen your horizons and tickle your travelling taste buds. As usual, your family travel agents are back! We have been super busy finding some little gems to visit in 2025.

As always Gayle will be running our office team and all your booking needs. She is in our office Monday – Friday and is more than happy to help you with any enquiries or questions you may have.

Carol will be on-board all our tours serving beverages & snacks with her welcoming nature alongside her husband Mark, our lovely tour driver.

As usual 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 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 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 2024... We are looking forward to seeing you all!

Love & Best wishes From Gayle, Carol & Mark xxx

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 – 14.00hrs
Saturday	CLOSED
Sunday	CLOSED

Tour Plan 2025

<u>Destination</u>	<u>Tour Dates</u>	<u>Duration</u>	<u>Price (P/P)</u>
Mystery Tour	Monday 27 th – Friday 31st January	5 Days	£425.00
Snowdrops : Valentines	Thursday 13 th – Monday 17 th February	5 Days	£625.00
Morecambe & The Lakes	Monday 24 th – Friday 28th March	5 Days	£560.00
Ilfracombe	Wednesday 16 th – Sunday 20 th April	5 Days	£499.00
Bosworth Hall	Monday 12 th – Friday 16 th May	5 Days	£560.00
Melrose Waverley Castle	Saturday 24 th – Wednesday 28 th May	5 Days	£600.00
Bognor Regis	Wednesday 11 th – Sunday 15 th June	5 Days	£660.00
Weymouth Seaside	Monday 30 th June – Friday 4 th July 2025	5 Days	£650.00
Dunoon, Scotland	Saturday 2 nd – Wednesday 6 th August	5 Days	£620.00
Summer in Tenby	Monday 8 th – Friday 12 th September	5 Days	£680.00
St Anne's Luxury	Monday 29 th Sept - Friday 3 rd Oct	5 Days	£710.00
Weston Super Mare	Monday 20 th – Friday 24 th October	5 Days	£550.00
Torquay T&T	Monday 3 rd – Friday 7 th November	5 Days	£550.00
Thursford	Date – TBC (Contact our office)	3 Days	TBC
Jewels of The Coast T&T	Monday 1 st – Friday 5 th December	5 Days	£550.00
Christmas in Scarborough	Tuesday 23 rd – Saturday 27 th December	5 Days	£735.00

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

Service is excellent, I wouldn't travel with anyone else. I can't knock my holidays, I've made some good friends over the years I've been travelling with Carols Travel.... Service second to none!

Gordon Bradshaw, Heckmondwike

Had many lovely trips with Carols Travel. Carol & Mark are very caring & helpful..... looking forward to many more trips in the future!

Margaret & Manny Hamer, Halifax

Amenable, acceptable & delightful, always pleasant! I'm always glad to be away with Carols Travel!

Mavis Shorters, Bradford

The best coach trips we've ever done, wouldn't think of travelling with anyone else!

Roy & Heather Elkington, Lincoln

Great friendly crowd on-board & accommodating crew, always happy to help throughout from start to finish. I always recommend people to travel with Carols Travel, we are always happy with our holidays..... Nice interesting places, nice people, lovely hotels!

Frank Ambler & Maureen Sirmond, Halifax

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

Mystery Tour Monday 27th – Friday 31st January 2025 5 Days £425.00

What a great way to kick start 2025. Join us on-board for our Mystery Tour. 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!

Snowdrops @Valentines Thurs 13th – Mon 17th February 2025 5 Days £625.00

A warm welcome awaits us at Drymen in Scotland. Our hosts for our 5 days stay will be The Winnock Hotel. A renowned favourite destination for our travelling family. Your tour will include a visit to Kilbryde Castle. Giving you ample time to explore the magnificent castle and its surroundings, not to mention, the chance to see a carpet of snowdrops. This will be followed by a pit stop for coffee and cake before returning to the hotel for a late lunch. You will also enjoy a typically Scottish Ceilidh Show, showcasing Scotland's haggis, bagpipes and Highland dancers. Finally finishing your holiday with a Scottish weaponry display.

Includes

- ❖ 4 Nights Half-Board accommodation
- ❖ 2 Nights Entertainment
- ❖ Free Bar 7.30pm – 10.30pm
- ❖ Wine served with your meal

- ❖ Tea & Coffee included after meals
- ❖ Full Scottish Buffet Breakfast
- ❖ Porterage
- ❖ Dining in The Capercaillie Room

Enjoy the spectacular Piping of the Haggis, cosy around the large open coal & log fires while you enjoy a wee dram!



NEW!!! Morecambe & The Lakes **Mon 24th – Fri 28th March 2025** **5 Days** **£560.00**

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.

Ilfracombe **Wednesday 16th – Sunday 20th April 2025** **5 Days** **£499.00**

Staying at The Imperial Hotel on half-board basis. This lovely hotel is situated right on the seafront just 80 metres from the beach, it benefits from a prime location opposite the Landmark Theatre. It is only a short walk to the shops and harbour. The coastline of the area is surrounded by scenic cliffs and is popular with surfers.



The region is known for its areas of Outstanding Natural Beauty. This tour will include 2 excursion days. Entertainment will be available in your hotel to keep you entertained throughout your evenings.

Barnstaple, known as one of the UK's oldest boroughs, one of the largest town in North Devon and also home too many well-known historic markets makes this destination perfect for our first excursion day. Appledore offers us a quaint fishing village with pretty cottages for our second excursion. Take a little wander around the colourful rows of cottages, tearooms and independent shops. Then on to Bideford for the afternoon, giving you ample time to explore this historic port town with its cobbled streets, scenic narrow walkways, historic buildings and relaxed atmosphere. This time of year should offer some beautiful views with spring kicking off the natural flora & fauna of the area.

NEW!!! Bosworth Hall

Monday 12th – Friday 16th May 2025 5 Days

£560.00



Bosworth Hall Hotel & Spa is our home for the 5 days. Situated in the heart of the Warwickshire countryside, Bosworth Hall Hotel & Spa is a beautiful Grade II listed mansion. Set in 11 acres of beautiful landscaped gardens, Bosworth Hall is one of the most imposing and striking hotels in Market Bosworth. This hotel has full spa, swimming pool & gym. Don't forget your swimming costume!



Our first excursion on this tour will be Royal Leamington Spa. A place renowned for its famous spa for centuries, The Famous Mineral Springs. The value of the mineral springs was known in the middle ages, but it was not until 1784 that the small village began rediscovering its saline springs and started building baths around some of them. Royal Leamington Spa now not only offers history, but a dream location for entertainment hunters, shoppers and food fans.



Stratford-upon-Avon, a medieval market town in England's West Midlands, is the 16th-century birthplace of William Shakespeare. Possibly the most famous writer in the English language, Shakespeare is known for his sonnets and plays such as 'Romeo and Juliet' and 'Hamlet'. It's a bright, buzzy town where culture and community thrive – from festivals and workshops to top rated shows at the Royal Shakespeare Company. The Royal Shakespeare Company performs his plays in the Royal Shakespeare Theatre and adjacent Swan Theatre on the banks of the River Avon. Why not pop for a visit to Masons Court, a stunning example of a medieval Wealden Hall and is located in the centre of Stratford-upon-Avon. Built in 1482 the house is recognised as the oldest house in Stratford-upon-Avon and many of its original features remain including two 16th century wall paintings.

NEW!!! Melrose Waverley Castle Sat 24th – Wed 28th May 2025 5 Days £600.00



Waverley Castle is located near Melrose. Set in five acres of parkland in the Scottish Borders, the hotel offers the perfect base to explore its incredible surroundings. Close to the River Tweed, perfect for a short stroll to take in the beautiful Scottish sights.



Enjoy a capital day out with a visit to Edinburgh. Explore bustling Princes Street, admire the majestic castle or take a stroll along the atmospheric Royal Mile. A beautiful city to visit.



For your second excursion we venture into bonny Border Country with visits to the welcoming market town of Kelso and Jedburgh, known for its associations with Mary Queen of Scots



Bognor Regis in Summer Wednesday 11th – Sunday 15th June 2025 5 Days £660.00

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.

Weymouth Seaside

Monday 30th June – Friday 4th July 2025

5 Days

£650.00

Weymouth! Staying at The Crown Hotel on Half-Board Basis. There is so much to see and do here..... On the doorstep of your hotel you have an array of high street stores as well as smaller boutique shops, beautiful views of the marina and the hundreds of boats moored there, not to mention the beach and all the fun of the seaside within walking distance.



Maybe a spot of crabbing, shopping, or sightseeing...whatever takes your fancy Weymouth has it! This tour will include 2 excursions.

Your first excursion will be Dorchester. This town is renowned for having one foot in the past and another firmly in the future. Dorchester offers some of the best preserved Roman ruins located within a stone's throw of a bustling high street. There is plenty to do here from visiting hillforts, henges, the amphitheatre, Roman walls, a Roman townhouse complete with mosaics or one of its six museums.

Bournemouth is our second area for a day visit. This beautiful coastal resort offers diversity at its best, from the iconic pier to beachfront runs, Smugglers Cove to art galleries....miles of sandy beaches and warm sea temperatures.... All perfect for a day at the seaside.

You will also have a free day to explore the resort of Weymouth.

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.

Dunoon

Saturday 2nd – Wednesday 6th August 2025

5 Days

£620.00



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 excursion will be Inveraray..... Overlooking the shores of Loch Fyne, Iveraray is a traditional town founded in 1745. A classic example of an 18th century town with beautiful Georgian architecture and its fairy-tale castle.



Your second day excursion will be taking you to The Benmore Botanic Garden. A mountain garden, surrounded by dramatic scenery. Benmore is renowned for its fine rhododendrons and conifers. Immerse yourself in nature taking in all the beautiful sights of the area.

You will also have a free day to explore Dunoon.

Tenby

Monday 8th – Friday 12th September 2025

5 Days

£680.00

Staying at The Clarence House 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. Tenby is a popular, but quaint harbour town and is known as the jewel in the crown of Pembrokeshire



There's also a free day in Tenby.....perfect for wondering around the shops, relaxing on the beach or maybe taking a boat trip to the Isle of Caldy!

You will have 2 included excursions to Carmarthen, and also Haverfordwest & St David's. Carmarthen, situated on the banks of the River Tywi, was once reputed to be the biggest port in Wales. The river has shaped the history of this charming town.

A full day excursion to Haverfordwest and beautiful St David's, Britain's smallest cathedral city and home to the ruins of Bishop's Palace. A place of pilgrimage where the pretty cathedral is worth a visit.

St Anne's in Luxury Monday 29th Sept – Friday 3rd October 2025 5 Days £710.00

Wake up with sea air, widespread beach, glorious sea and the wafting smell of breakfast.... Sound good? Come and join us for our autumn tour to this beautiful Adults Only Hotel.

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!



You will have an included visit to Bury. This destination has award winning enticements such as the new sculpture centre, live music at The Met.... Not to mention their famous Black Pudding.

Your visit will be on market day so you may be lucky and get chance to try their delight. Your second excursion will be Fleetwood & Cleaveleys. The morning will be spent in Fleetwood giving you chance to visit the famous Market. Then spend the afternoon with picture perfect views across the Irish Sea and miles of golden sands and exhilarating walks along a multi award winning promenade of Cleaveleys.

Plus we will be taking you through the illuminations one evening so you can see the twinkling Blackpool lights.

Weston Super Mare Monday 20th – Friday 24th October 2025 5 Days £550.00

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 also be visiting 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.

You will also have a free day in Weston Super Mare

Torquay Turkey & Tinsel

Monday 3rd – Friday 7th Nov 2025

5 Days

£550.00



Well... we are going to spoil you rotten with this one! We have rolled Christmas & New Year into 5 fun filled days of entertainment, food and fun!

Staying at The Nethway Hotel you will be looked after by their welcoming staff. While staying at The Nethway we 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 excursion is Dartmouth.

Your second excursion is Exeter. You will also have the option to add on the Christmas show at Babbacombe Theatre for their evening performance if it takes your fancy?



Thursford Christmas Spectacular

TBC

3 Days

Contact our office.

This is the most wonderful, fantastic live show containing over 200 performers including dancers, musicians and West End Broadway's Top Artists.



We will be staying in high quality Best Western Hotel on a half board basis, all transfers and tickets are included, come enjoy this unique spectacular and get yourself in the festive spirit! An extravaganza of non-stop singing, dancing, music, humour and variety Perfect to get you feeling all Christmassy! Their 2024 Christmas Spectacular show was their biggest year yet so don't miss out!



Jewels of The Coast T&T Monday 1st – Friday 5th December 2025 5 Days £550.00

Fancy a Turkey & Tinsel holiday at the coast? Well this one's for you..... Remember it may be a little chilly so wrap up warm!

Staying at The Cumberland Hotel. We will enjoy all the festive fayre and frivolities of Christmas a few weeks early. Get your party hats on and get ready for a minced pie or two..... Maybe also a visit from the man in red?



We are taking you back for a touch of old fashioned, traditional seaside nostalgia with our excursion to Bridlington. Take a short stroll through Old Town where Dad's Army was filmed. The Old Town has managed to keep its quaint personality providing a delightful selection of shops and cafes. Visit the harbour and see what the catch of the day is, or maybe visit Audrey's for some fish & chips. Our second excursion is taking you to Dracula's Whitby. If there's one destination steeped in history & folklore it's this one! It's a survival of the fittest up the 199 steps to The Gothic Abbey but Whitby has some amazing views to be seen. Maybe take in the views of the Whale bones.

Christmas in Scarborough Tues 23rd – Sat 27th Dec 2025 5 Days £735.00

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



**Traditional Christmas lunch, Fabulous Company, Wonderful Gala Dinners,
Fantastic Live Entertainment**

Maybe a visit from Santa..... Have you been good this year?

Scarborough really does have it all; dramatic rugged cliffs, castle ruins and castle headland, award-winning beaches, historic harbour, great family attractions, booming town centre, and a warm Yorkshire welcome to match.

Your excursion day on Christmas Eve will be taking you to the seaside resort of Whitby. Whitby is known for its picturesque harbour, stunning cliff-top views, and historic abbey ruins. The town has a rich history, with evidence of human habitation dating back to the Bronze Age. You will have a free day Boxing day to visit the sales or maybe watch the locals run the beach and dive into the icy waters, a tradition locally!

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.