

2019–2020



Ulsterbus Tours
**EDUCATION
TOURS**

SHARE THE EXPERIENCE BY COACH AND AIR

let's go together
translink.co.uk

 **Translink
Travel Centre**

WELCOME TO

Ulsterbus Tours **EDUCATION TOURS**

SHARE THE EXPERIENCE

For your next school or college trip to Ireland, the UK or mainland Europe, we provide unparalleled service and value for money, plus we now offer you the option to fly to many great destinations. Travel with us in the knowledge that you will have the support of Northern Ireland's leading coach operator.

This is YOUR tour; we are ready to listen to your requirements, we'll take care of everything - you enjoy a hassle-free trip!

TAILOR-MADE TOURS JUST FOR YOU!

Over the years, our Educational Tours team have amassed a wealth of tour options in a large number of areas for you to choose from. From the moment you 'make that call' you will have your own dedicated team member who will guide you through the various options from start to finish.

The areas covered and the suggested itineraries in this brochure merely represent a selection of our most requested tours. We would be delighted to talk to you about organising a tour to any destination throughout Ireland, the UK or mainland Europe. We offer free planning advice, competitive prices and well maintained coaches, with superb back-up services and of course the invaluable services of an excellent team of experienced drivers/ couriers, who take responsibility for all travel documents and admission vouchers.

WHAT YOU GET

- Residential trips from just two days.
- Superbly located group friendly accommodation.
- Quality coach transport when on tour.
- Flights from your choice of airport.
- Itineraries with visits planned to complement your study objectives.
- Travel any day or time of the week.
- Safety/adherence to legislation/knowledgeable drivers.



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CURRICULUM KEY

Your guide to topics covered on each Tour



Language
& Literacy



The World
Around Us



Environment
& Society



Learning
for Life &
Work



Personal
Development
& Mutual
Understanding



Physical
Education

WHY BOOK WITH US?

TEACHER RESOURCES

Where applicable we will provide you with downloadable links to resource information for your trip. Don't worry if you don't have internet access, we will do it for you! If you would like a personal visit to the school from a member of our team to discuss the tour, this can also be arranged at a time that suits you.

PLANNING

An educational trip is an inspirational way to build academic confidence and social skills that can only be developed by children experiencing life away from home. Our team can provide you with suitable recommendations and options covering your overall itinerary including the following:

- value for money tours, covering multiple aspects of the curriculum
- exciting visits where young children can interact with exhibits and displays
- accommodation with rooms and facilities that are suitable for children
- meals and packed lunches
- suitable evening activities to keep children happy and entertained
- a daily itinerary that carefully considers journey times onboard the coach

RISK ASSESSMENT

As an integral part of planning your tour we will be happy to supply information for your Risk Assessment Forms. All our coaches are fitted with seat belts and are regularly inspected. All hotels featured in this brochure have been inspected by members of our staff, our agents, or have been used within the last 12 months by local schools or colleges.

We can supply you with Risk Assessments for the vast majority of the attractions in this brochure or can confirm that a member of staff has personally assessed the visit for suitability, leaving you to get on with the busy academic year.

INSPECTION VISITS

We encourage and can help with preliminary inspection visits, especially to new destinations. Such visits help group leaders to properly risk assess all aspects of the proposed tour in advance. We can of course provide relevant information on location, accommodation, ferries and transport if you decide that an advance visit is not possible.

SUPERVISOR RATES

We allow one free teacher's place with every 10 pupils.

DfES recognises good practice as:

- one adult/10 pupils for school years 4 to 6.
- one adult/15 pupils year 7 onwards.

INSURANCE

Ulsterbus Educational Tours offers insurance under a holiday travel insurance scheme arranged with Towergate Chapman Stevens, who are authorised and regulated by the Financial

Services Authority, including Speciality Insurance Ltd who provide 24 hour emergency service.

Full details of cover, policy warranties and exclusions will be forwarded with your confirmation of booking. You may, of course, ask for a specimen copy of the policy at any time in advance.

EDUCATION AUTHORITY GUIDELINES

Ulsterbus Educational Tours, as part of Translink, will always conform to EU Driving Regulations as well as those guidelines as advised by the Education Authority:

Road Service Licence To operate a bus or coach for hire and reward an operator must possess a valid Road Service Operator Licence. A legitimate operator should be able to provide you with a copy on request, which will give further detail on the size and registration of vehicles operated.

Insurance Bus and coach operators must hold appropriate business insurance and possess valid insurance certificates for all their vehicles. Legitimate operators should be able to provide you with copies on request.

Competency Try to assure yourself of the operator's competency, a good operator should be able to provide you with references from other customers.

PSV, Motor tax & maintenance Operators will use a wide range of vehicles. On the day of the trip check to see that a valid PSV Vehicle Licence and Vehicle Excise Licence are displayed on the windshield of the vehicle. A legitimate operator will always provide vehicles that are clean inside and outside and in a roadworthy condition i.e. good tyres, no body damage etc.

Drivers Licence Confirm with the operator that the driver holds a valid PSV Driving Licence.

Availability of seatbelts Seatbelts are a legal requirement on buses and coaches used on organised school trips. It is recommended that only vehicles fully fitted with seatbelts are hired and that the operator is asked to confirm this at the time of the booking.

Access NI Confirm with the operator that they hold a valid Access NI certificate and the necessary checks have been carried out for the driver.

THE SAFETY OF PUPILS IS PARAMOUNT AND THE CONSEQUENCES OF USING AN UNLICENSED OPERATOR COULD BE VERY SERIOUS FOR THE SCHOOL AND FOR INDIVIDUALS RESPONSIBLE FOR ORGANISING EDUCATIONAL TRIPS.

TRAVEL ARRANGEMENTS



DRIVERS

Our drivers are one of our greatest assets. They are friendly, knowledgeable, unrivalled, caring and fun to be with. When selecting them, we pay particular attention to their driving skills. They will take responsibility for travel documents such as ferry tickets and admission... "it's like having an extra teacher!". In fact on all air tours, for a small additional charge, you can take an Ulsterbus guide with you who will provide the same excellent service.

COACHES

Unlike other tour operators we only use our own vehicles and drivers, and you are therefore 100% assured of the quality of service that we provide. We comply strictly with all EU driving regulations, paying particular attention to drivers' hours and we are well ahead of seat belt legislation. On air tours we only use coach operators who conform to the same stringent regulations and, where possible, are members of either Coach Marque or the Global Passenger Network.

AIR TOURS

We can arrange for your group to fly from a range of UK and Irish airports and we'll work with you to plan your route at the best value possible. We can also secure your seats on any airline with an initial non-refundable deposit of only £60pp to all UK or European destinations.

FERRY CROSSINGS

We have an excellent relationship with operators and the lowest rates to the UK and Europe, and guarantee the quality of service.

ACCOMMODATION

We can offer accommodation to any standard you require, from youth hostels to four-star luxury hotels. We deal directly with your chosen accommodation and can guarantee your requests on issues such as special needs, meal times, room hire and room arrangements. We have included in this brochure our most popular hotels with school groups, please feel free to suggest more.

All coach tours are based on a dinner, bed, breakfast and packed lunch basis, whereas fly tours offer the flexibility of bed and breakfast only. Both of these can be altered to suit your needs.

For most of our tours, accommodation has been arranged on a dinner, bed, breakfast and packed lunch basis – this can be altered to suit your needs.

OUR SPECIALIST TEAM

A dedicated member of our Educational Tours team will plan your day-to-day itinerary and will pre-book city tours, excursions, visits, meals and evening activities as well as any other requirements your group may have. We can arrange and organise almost everything!

FINANCIAL SECURITY

European directives place heavy financial responsibility on anyone operating a tour. Ulsterbus Tours are protected not only by the financial strength of Ulsterbus/Translink but are also members of Bonded Coach Holidays of the Confederation of Passenger Transport and are ATOL licence holders – YOUR MONEY IS SAFE!

FREE SCHOOL PICK-UPS

On all coach tours our Northern Ireland wide network means that all our school tours start and end at your school.

We offer many other attractive features, such as luggage labels and savings cards, but most important of all, scrupulous attention to detail and a state-of-the-art planning service, which enables you to design your own special tour.

DUBLIN

CURRICULUM KEY



Dublin has amazing attractions that are educational, cultural and fun. With a diverse range of activities, museums and guided tours, this is an exciting destination with excellent access from all over Ireland.

From the GAA Museum and Skyline at Croke Park to Kilmainham Gaol, to the state apartments of the Viceregal Court at Dublin Castle and go further back at the Natural History Museum - any visit to Dublin is always an education!

MAIN ATTRACTIONS:

St Michan's Church & Crypts www.stmichans.com

The famous crypts, where you will encounter mummified remains dating back centuries.

Tayto Park

www.taytocrisps.ie

Enjoy a full day discovering how crisps are made and explore the American styled theme park.

Dublin Zoo

www.dublinzoo.ie

Established in 1830, this is the third-oldest zoo in the world.

Natural History Museum

www.museum.ie

Recently refurbished and dedicated to the animals of Ireland's past.

Viking Splash Tour

www.vikingsplash.com

Dublin's only amphibious sightseeing tour offering a unique experience by land and water.

Aviva Stadium

www.avivastadium.ie

Follow in the footsteps of your heroes with a look behind the scenes at Ireland's newest stadium.

Croke Park & GAA Museum

www.crokepark.ie

Ireland's largest stadium and home to the GAA, Croke Park houses the GAA museum with a vast collection of artefacts.



ACCOMMODATION

City North Hotel ****

www.citynorthhotel.com

Tel: 00353 1 690 6666

124 bed hotel situated to the north of Dublin and next to the motorway.

Newgrange Lodge

www.newgrangelodge.com

Tel: 00353 41 988 2478

Multi-bedded en-suite accommodation with onsite activity packages.

SUGGESTED ITINERARY

DAY ONE

- Depart school
- St Michan's Church & Crypts
- Croke Park or Aviva Stadium Tour
- Arrive at hotel
- Evening activity

DAY TWO

- Dublin Zoo
- Natural History Museum
- Evening activity

DAY THREE

- Viking Splash Tour
- Tayto Park
- Arrive at school

OTHER ATTRACTIONS

- Aquazone
- Blanchardstown Leisureplex
- Dublinia
- Dublin Castle
- Funtasia Waterpark
- Kilmainham Gaol
- Malahide Castle & Fry Model Railway
- National Gallery
- National Museum of Ireland
- National Wax Museum
- The Irish Emigration Museum

DUBLIN & TAYTO ADVENTURE

CURRICULUM KEY



MAIN ATTRACTIONS

Newgrange Lodge offers schools the opportunity to enjoy an ECO-cation adventure break with a full range of exciting tailor-made activity packages supervised by appropriately qualified staff. Newgrange can also be used to explore further afield to Dublin city and the Cú Chulainn Coaster, Ireland's only wooden roller coaster at Tayto Park.

Activities include: Archery, Paintball Gallery, Low Ropes Course, Traversing Wall, Orienteering, Assault Course, Heritage Walks, Survival Training, Mountain Biking, Team Building Games, Treasure Hunts, Quiz Nights, Newgrange Falconry, Kayaking on the River Boyne and Horse and Carriage rides.

Newgrange Lodge

Tayto Park

www.taytocrisps.ie/park

American style theme park with a fantastic wooden roller coaster.

Funtasia Waterpark

www.funtasia.ie

Featuring over 200 water gushing activities, 14 lane bowling alley, roller skating rink, crazy golf and rock climbing.

Dublin Zoo

www.dublinzoo.ie

Ireland's largest zoo has been transformed in recent decades into a 28-hectare park of gardens, lakes and wonderful natural habitats for over 400 animals.



ACCOMMODATION

Teachers and students will enjoy comfortable, modern hostel accommodation and superb recreation space. All bedrooms are en-suite with under-floor heating and cable TV. Students/children will be accommodated in multi-bedded rooms and leaders/teachers in single and twin rooms.

Groups have the option of self-catering or full board including packed lunches, BBQs and evening meals. There is also a private tea room available to teachers for a well deserved break.

Groups are also welcome to avail of the conference/workshop room and will have complimentary unlimited WiFi access.

SUGGESTED ITINERARY ONE

DAY ONE

- Arrive at Newgrange
- Activities begin
- Lunch
- Team Building
- Dinner
- Quiz or DVD night

DAY TWO

- Breakfast
- Activities onsite
- Hot lunch
- Team Building

SUGGESTED ITINERARY TWO

DAY ONE

- Depart school
- Dublin Zoo
- Newgrange activities
- Evening at Funtasia

DAY TWO

- Newgrange activities
- Tayto Park
- Arrive at school

EDINBURGH

The historic city of Edinburgh and its surrounding countryside offers an immense variety of attractions and is one of our most visited destinations for school groups.

Top attractions for school groups are the Castle, interactive exhibits at Our Dynamic Earth, Camera Obscura with five floors packed full of an amazing range of optical experiences, and not to mention the many exciting stops en-route. The only problem when planning a trip to Edinburgh is what to leave out!



MAIN ATTRACTIONS

IMAX Cinema and Glasgow Science Centre

www.gsc.org.uk

Four floors of hands-on exhibits on science and technology, a planetarium and Scotland's biggest IMAX Cinema.

Edinburgh Castle

www.edinburghcastle.gov.uk

Scotland's national icon and most popular visitor attraction.

Camera Obscura

www.camera-obscura.co.uk

Five floors of optical experiences overlooking Princes Street.

Our Dynamic Earth

www.dynamicearth.co.uk

A fantastic journey of discovery from the beginning of time to the unknown future of our planet.

Blair Drummond Safari Park

CURRICULUM KEY



www.blairdrummond.com

Scotland's only African Safari Park with a wide range of wild and exotic animal species.

Time Capsule

www.thetimecapsule.info

Waterpark and swimming pool.

Celtic F.C.

www.celticfc.co.uk

Stadium tour.

Rangers F.C.

www.rangers.co.uk

Stadium tour.



ACCOMMODATION

Cairn Hotel ***

www.cairnhotelbathgate.co.uk

Tel: 01506 633366

A traditional Scottish hotel situated between Glasgow and Edinburgh.

Hotel Cladhan Falkirk ***

www.hotelcladhan.co.uk

Tel: 0132 462 7421

A three-star hotel offering multibedded en-suite bedrooms in a peaceful setting close to the town centre.

Edinburgh Central Youth Hostel

www.hostellingscotland.org.uk

Tel: 0131 524 2090

Situated in the centre of Edinburgh offering multi-bedded en-suite accommodation.

SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing
- Glasgow Science Centre
- Arrive at hotel

DAY TWO

- Edinburgh Castle
- Camera Obscura
- Our Dynamic Earth
- Evening activity

DAY THREE

- Blair Drummond Safari & Adventure Park
- Time Capsule

DAY FOUR

- Celtic Park/Ibrox Stadium
- Ferry crossing
- Arrive at school

OTHER ATTRACTIONS

- Adventure Golf Island
- Amazonia
- Biggar Puppet Theatre
- Butterfly & Insect World
- Culzean Castle Deep Sea World
- Edinburgh Dungeon
- Edinburgh Zoo
- Falkirk Wheel
- Guided tour of Edinburgh
- M&D's - Scotland's Theme Park
- Mercat Ghost Tour
- Murrayfield Stadium Tour
- Museum of Childhood
- National Museum of Flight
- New Lanark World
- Royal Yacht Britannia
- Vikingar!

GLASGOW

Glasgow offers a much cheaper option to staying in Edinburgh and is only an hour's drive away. A full day in Edinburgh can include the castle and zoo, home to the UK's only giant pandas, plus many more alternatives.

In Glasgow there is the marvellous Science Centre with a hands-on Science Mall and IMAX Theatre, there's also the excitement of a stadium tour at Celtic Park, Ibrox or Hampden Park. Just a short drive away is the Time Capsule and Scotland's Theme Park, M&D's.



ACCOMMODATION

Hotel Cladhan Falkirk ***

www.hotelcladhan.co.uk

Tel: 0132 462 7421

A three-star hotel offering multibedded en-suite bedrooms in a peaceful setting close to the town centre.

Glasgow Youth Hostel

www.hostellingscotland.org.uk

Tel: 0141 332 3004

Situated in Glasgow's west end offering multi-bedded en-suite accommodation.

MAIN ATTRACTIONS

Vikingar!

www.vikingar.co.uk

Travel back in time using the latest multimedia equipment and experience a Viking adventure.

Edinburgh Castle

www.edinburghcastle.gov.uk

Overlooking the city from its vantage point on top of a volcanic rock.

Edinburgh Zoo

www.edinburghzoo.org.uk

Over 1,000 wonderful animals including the UK's only giant pandas and the world's largest chimpanzee enclosure.

Celtic F.C.

www.celticfc.co.uk

Stadium tour.

CURRICULUM KEY



Rangers F.C.

www.rangers.co.uk

Stadium tour.

M&D's Theme Park

www.scotlandsthemepark.com

Scotland's theme park - over 40 major thrill rides and super attractions.

Time Capsule

www.thetimecapsule.info

Waterpark and swimming pool.

IMAX Cinema and Glasgow Science Centre

www.gsc.org.uk

Four floors of hands-on exhibits on science and technology, a planetarium and Scotland's biggest IMAX Cinema.



SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing
- Vikingar!
- Arrive at hotel

DAY TWO

- Edinburgh Castle
- Edinburgh Zoo
- Evening activity

DAY THREE

- Celtic Park/Ibrox Stadium
- M&D's Theme Park
- Time Capsule

DAY FOUR

- Glasgow Science Centre
- Ferry crossing
- Arrive at school

OTHER ATTRACTIONS

- Amazonia
- Blair Drummond Safari Park
- Biggar Puppet Theatre
- Butterfly & Insect World
- Camera Obscura
- Culzean Castle
- Deep Sea World
- Edinburgh Dungeon
- Falkirk Wheel
- Hampden Park Stadium Tour
- Museum of Childhood
- New Lanark World
- Our Dynamic Earth
- Royal Yacht Britannia

NORTHUMBRIA

Ever popular attractions include the Centre for Life, which provides hands-on education that cannot be replicated in the classroom, the natural world's Blue Reef Aquarium and the adventurous Wet 'N Wild. Go back in time and step into the shoes of a Roman soldier to experience life on the front line of Emperor Hadrian's formidable British frontier. To round it all off you could take a tour of either St James' Park, the Stadium of Light or go shopping at the Metro Centre.



MAIN ATTRACTIONS

Roman Army Museum

www.vindolanda.com

Offers a captivating insight into the garrisons of Hadrian's Wall.

Alnwick Castle

www.alnwickcastle.com

Explore one of Britain's most historic and iconic castles, making learning outside of the classroom a memorable day out.

Centre for Life

www.life.org.uk

Explore the exhibitions, watch live demonstrations, read about the latest science news, see shows in an interactive dome theatre and enjoy special events.

CURRICULUM KEY



Blue Reef Aquarium

www.blureefaquarium.co.uk

Open-top tanks allow close encounters with various sea life from sharks, seahorses and clownfish to octopus, crabs and lobsters.

Wet 'N Wild

www.wetnwild.co.uk

The UK's largest waterpark.



ACCOMMODATION

Quality Hotel Boldon ***

www.hotels-sunderland.com

Tel: 0191 519 1999

A modern stylish hotel offering 83 en-suite rooms.

Ramada Encore Newcastle-Gateshead ***

www.encorennewcastle Gateshead.co.uk

Tel: 0191 4813 600

The hotel is located on the Gateshead quayside and offers 200 stylish bedrooms.

SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing
- Roman Army Museum
- Arrive at hotel

DAY TWO

- Centre For Life
- Beamish Open Air Museum
- Evening activity

DAY THREE

- Blue Reef Aquarium
- St James Park Stadium Tour
- Evening activity

DAY FOUR

- Metro Centre
- Ferry crossing
- Arrive at school

OTHER ATTRACTIONS

- Arbeia Roman Fort & Museum
- Beamish Open Air Museum
- Bede's World
- Corbridge Roman Site
- Hadrian's Wall & Housesteads Fort
- Haven Point Leisure Pool
- Newcastle-upon-Tyne River Cruise
- Prince Bishop River Cruise
- Segedunum Roman Fort
- Souter Lighthouse and The Leas
- Sunderland AFC

YORK

York still maintains its position as one of the most visited cities in England for school groups. When you take part in an authentic archaeological excavation at DIG, during a visit to the famous Jorvik Viking Centre, you may well find real objects from the city's rich past. For something a little less earthly try out the infamous Ghost Walk or the Dungeon where you will receive a history lesson to remember! For a day out of York there is Flamingo Land Theme Park which combines rides with a zoo or the Eden Camp, a museum located in a former WWII prisoner of war camp.



ACCOMMODATION

South Milford Hotel ***

South Milford, Leeds

www.southmilfordhotel.com

Tel: 01977 682761

Situated within its own private grounds the hotel boasts 97 en-suite bedrooms.

MAIN ATTRACTIONS

Falconry UK

www.falconrycentre.co.uk

Birds of Prey and Conservation Centre, with over 70 birds and 30 species.

York Dungeon

www.thedungeons.com

Put aside the textbooks and bring 2,000 years of dark history to life with a lesson to remember!

DIG

www.digYork.com

Take part in an excavation, discover artefacts from ancient civilisations and understand how archaeologists recreate the past.

Jorvik Viking Centre

www.jorvik-viking-centre.co.uk

Discover the most famous and astounding discoveries of modern archaeology.

CURRICULUM KEY



Flamingo Land Theme Park

www.flamingoland.co.uk

This Theme Park has more than 100 white-knuckle rides and slides. The onsite zoo is home for over 1,000 animals.

Ghost Walk

A thought provoking evening of fun drama to capture the imagination and inspire the mind.

Eden Camp

www.edencamp.co.uk

Museum located in former Second World



SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing
- Birds of Prey
- Arrive at hotel

DAY TWO

- York Dungeon
- DIG
- Jorvik Viking Centre
- Evening activity

DAY THREE

- Flamingo Land Theme Park
- Ghost Walk

DAY FOUR

- Eden Camp
- Ferry crossing
- Arrive at school

OTHER ATTRACTIONS

- Doncaster Dome
- Eureka Museum
- Lightwater Valley
- Magna Science Adventure Centre
- National Coal Mining Museum
- National Railway Museum
- North Yorkshire Moors Railway
- The Deep
- York Castle Museum
- York Chocolate
- York Minster
- Yorkshire Air Museum

MANCHESTER

CURRICULUM KEY



MAIN ATTRACTIONS

SEA LIFE Manchester Aquarium

www.visitsealife.com

Prepare to be transported into an underwater adventure.

Museum of Science & Industry

www.mosi.org.uk

Explore where science met industry and the modern world began.

Alton Towers

www.altontowers.com

Unleash a torrent of fun at the UK's most famous Theme Park!

Old Trafford

www.manutd.com

A guided stadium tour and museum visit.

Manchester continues to be our most popular English destination for schools and with the opening of the SEA LIFE Manchester Aquarium at the Trafford Centre this enhances the tour even more. Along with a football stadium tour, the Museum of Science & Industry and that other very 'educational' establishment – Alton Towers there is so much to do for children of all ages.



ACCOMMODATION

Mercure Haydock ****

www.accor.com

Tel: 0871 376 9044

A traditional Georgian mansion-style building surrounded by its own beautifully landscaped grounds, and next to the motorway network.

Mercure Wigan Oak Hotel ***

www.accor.com

Tel: 01942 826 888

All rooms are en-suite and have recently been refurbished.

SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing
- Arrive at hotel

DAY TWO

- SEA LIFE Manchester Aquarium
- Museum of Science & Industry
- Evening activity

DAY THREE

- Alton Towers
- Evening activity

DAY FOUR

- Manchester City Football Club
- Ferry crossing
- Arrive at school

OTHER ATTRACTIONS

- BBC Tour @ MediaCityUK
- Chester Zoo
- Chill Factor
- DEWA Roman Army Experience
- Imperial War Museum North
- Lakes Aquarium
- Legoland Discovery Centre
- Liverpool Football Club
- Manchester United Football Club
- National Football Museum
- Rope Race Activity & Climbing Centre
- World of Glass

ALTON TOWERS THEME & WATER PARK

CURRICULUM KEY



MAIN ATTRACTIONS

Escape to the fantabulous world of Alton Towers. There's so much going on, the fun never stops – it's an absolute 'Out of School' activity!

The WATER PARK boasts hundreds of fantastic interactive water features, from lazy rivers and crazy cannons to the sensational speed of the Master Blaster water rollercoaster. The Caribbean lagoon offers gallons of excitement for kids of all ages, and is open all year round.

Finish off your trip with a visit to a football stadium with the "lesser" clubs now more popular than Old Trafford and Anfield combined!

Alton Towers

www.altontowers.com

Unleash a torrent of fun at the UK's most famous Theme Park!

Old Trafford

www.manutd.com

A guided stadium tour and museum visit.

Anfield

www.liverpoolfc.com

A guided stadium tour and museum visit.



ACCOMMODATION

Mercure Haydock ****

www.accor.com

Tel: 0871 376 9044

A traditional Georgian mansion-style building surrounded by its own beautifully landscaped grounds, and

next to the motorway network.

Mercure Wigan Oak Hotel ***

www.accor.com

Tel: 01942 826 888

All rooms are en-suite and have recently been refurbished.

SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing
- Arrive at hotel

DAY TWO

- Full day at Alton Towers Theme Park or Water Park
- Trafford Centre

DAY THREE

- Old Trafford/Anfield/Shopping
- Ferry crossing
- Arrive at school



HEART OF ENGLAND

CURRICULUM KEY



The Heart of England is where you will find something different for a school tour. There are superb visitor attractions all within a 30 mile radius of the sprawling conurbation of Birmingham.

Reminders of the past are shown in detail with a visit to the Black Country Museum, with its authentically rebuilt buildings offering an entirely new experience. There is of course everyone's favourite chocolate factory – Cadbury World! Don't forget both Alton Towers and Drayton Manor are within easy reach for that fun filled day of adrenaline fuelled rides.

MAIN ATTRACTIONS

Lakes Aquarium

www.lakesaquarium.co.uk

Follow the journey of a Lakeland river from its source to Morecambe Bay.

Black Country Museum

www.bclm.co.uk

An authentic museum, dedicated to the heart of industrial Britain.

Cadbury World

www.cadburyworld.co.uk

Experience the magic, making and history of Cadbury chocolate.

Drayton Manor

www.draytonmanor.co.uk

As well as white knuckle rides this is a giant physics experiment, a diverse business case study and a tool to educate.

Old Trafford

www.manutd.com

A guided stadium tour and museum visit.



ACCOMMODATION

Mercure Birmingham North Barons Court Hotel***

www.baronscourt-hotel.co.uk

Tel: 01543 452020

All rooms are multi-bedded and en-suite.

SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing
- Lakes Aquarium
- Arrive at hotel

DAY TWO

- Black Country Museum
- Cadbury World
- Evening activity

DAY THREE

- Full day at Drayton Manor
- Evening activity

DAY FOUR

- Old Trafford
- Ferry crossing
- Arrive at school

OTHER ATTRACTIONS

- Alton Towers
- Birmingham Ghost Walk
- Coventry Transport Museum
- Heights of Abraham
- Ironbridge Gorge Museum
- National Sealife Centre
- National Space Centre
- RAF Museum
- Redpoint Climbing Centre
- West Midlands Safari Park

LONDON

London trips provide a massive range of attractions that will excite, inform and educate your pupils. On arrival in London we have a guided tour to highlight the main points of interest and give you a bearing on where you will be staying. As well as a cruise on the Thames we visit the Natural History Museum, which is a world-class resource for learners, and Madame Tussauds, with its world-famous guests. A full day at Thorpe Park or Chessington World of Adventures, with rides and zoo, rounds off an exciting six day tour.



ACCOMMODATION

Park Inn Harlow ***

www.parkinn.co.uk

Tel: 01279 829988

119 en-suite bedrooms located north

MAIN ATTRACTIONS

London Guide

Guided coach tour of the key sites.

River Thames Cruise

Natural History Museum

www.nhm.ac.uk

The ultimate dinosaur exhibition and must-see display about human kind.

Chessington World of Adventures

www.chessington.co.uk

The biggest theme park and zoo in the South of England.

CURRICULUM KEY



Thorpe Park

www.thorpepark.com

The nation's Thrill Capital with over 30 extreme rides and attractions.

Warner Bros Studio Tour

www.wbstudiotour.co.uk

A fantastic behind-the-scenes look at the Harry Potter™ film series.



SUGGESTED ITINERARY

DAY TWO

- Depart hotel
- Guided London tour
- Arrive at hotel
- Evening free

DAY THREE

- Cruise on Thames
- Natural History Museum
- West End Theatre

DAY FOUR

- Chessington World of Adventures or Thorpe Park
- Evening activity

DAY FIVE

- Warner Bros Studio Tour
- Arrive at overnight hotel

DAY SIX

- Ferry crossing
- Arrive at school

OTHER ATTRACTIONS

- HMS Belfast
- Imperial War Museum
- Legoland
- SEA LIFE London Aquarium
- London Zoo
- Madame Tussauds
- National Maritime Museum
- Science Museum
- The British Museum
- The London Dungeon
- The London Eye
- The Tower of London
- Tower Bridge Exhibition

PREMIERSHIP FOOTBALL WEEKENDS

A football match at a Scottish or English Premiership club continues to feature strongly in many school programmes. Clubs from the Potteries to the two Glasgow giants continue to welcome visits from school groups.

Pre-arranged coaching sessions are available and you can even be a flag bearer as you introduce the teams at the Britannia Stadium! Finish off your weekend with a guided tour at one of the many stadiums which are all within easy reach of your hotel.



MAIN ATTRACTIONS

Celtic F.C.

www.celticfc.co.uk

Stadium tour and match tickets.

Rangers F.C.

www.rangers.co.uk

Stadium tour and match tickets.

Wolverhampton Wanderers

www.wolves.co.uk

Stadium tour and match tickets.

Everton FC

www.evertonfc.com

Match tickets.

Liverpool FC

www.liverpoolfc.tv

Stadium tour and match tickets.

CURRICULUM KEY



Aston Villa Football Club

www.avfc.co.uk

Stadium tour and match tickets.

Manchester City

www.mcfc.co.uk

Stadium tour and match tickets.

Ibrox Community Complex

www.glasgow.gov.uk

Coaching session.

Newcastle United

www.nufc.co.uk

Stadium tour and match tickets.



ACCOMMODATION

Quality Hotel Boldon ***

www.hotels-sunderland.com

Tel: 0191 519 1999

A modern stylish hotel offering 83 en-suite rooms.

Hotel Cladhan Falkirk ***

www.hotelcladhan.co.uk

Tel: 0132 462 7421

Mercure Wigan Oak ***

www.accor.com

Tel: 01942 826 888

SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing
- Arrive at hotel

DAY TWO

- Morning coaching session
- Football match
- Evening activity

DAY THREE

- Stadium tour
- Ferry crossing
- Arrive at school

NORTH WALES

A school trip to North Wales offers pupils a wonderful opportunity to experience a different culture on their doorstep. Essentially a rural experience, where a short drive takes you from coast to upland.

The selection of mines, power stations and narrow gauge railways in North Wales makes this a unique tour. From trips down slate, copper or gold mines to the top of mountains by train, all leave a lasting impression on school children.



MAIN ATTRACTIONS

Llechwedd Slate Cavern llechwedd-slate-caverns.co.uk

Underground tour into a Victorian Slate Mine.

Ffestiniog Railway www.festrail.co.uk

Narrow gauge railway running 13 miles from Portmadog to Blaenau Ffestiniog.

CURRICULUM KEY



Blue Planet Aquarium www.blueplanetaquarium.com

Home to over 100 living displays including Europe's largest collection of sharks.

DEWA Roman Army Experience www.dewaromanexperience.co.uk

Experience the sights, sounds and smells of Roman Britain and enjoy a patrol with a genuine Roman Soldier!



ACCOMMODATION

The Beaches Hotel Prestatyn *** www.thebeacheshotel.com

Tel: 01745 853072

Situated on the seafront, the hotel offers en-suite accommodation.

Beaufort Park Hotel Mold *** www.beaufortparkhotel.co.uk

Tel: 01352 758646

Ideally situated for both North Wales and Chester, the hotel offers multi-bedded en-suite rooms.

SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing
- Arrive at hotel

DAY TWO

- Llechwedd Slate Cavern
- Ffestiniog Railway
- Evening activity

DAY THREE

- Blue Planet Aquarium
- DEWA Roman Army Experience
- Evening activity

DAY FOUR

- Shopping
- Ferry crossing
- Arrive at school

OTHER ATTRACTIONS

- Alice in Wonderland Centre
- Anglesey Sea Zoo
- Chester Zoo
- Electric Mountain
- Great Orme Tramway
- Greenwood Centre
- Harlequin Puppet Theatre
- Llanberis Lake Railway
- Pili Palas
- Rhyl SeaQuarium
- Welsh Slate Museum

PARIS

The city of Paris has long been synonymous with style and glamour and our school trips can take you to the centre of this vibrant city. Paris appeals to students of all ages making it an ideal destination. There is a wealth of attractions such as the Eiffel Tower and The Louvre as well as being home to two of Europe's most popular theme parks; Disneyland® Paris and Parc Astérix, both of which are perfect for enhancing class interaction and making this an exceptional tour.



ACCOMMODATION

Accor Hotels ***

www.accor.com

A selection of hotels in the Paris area catering for school groups. All rooms are en-suite and are normally twins or triples.

Dinner is not provided as schools prefer the flexibility of eating out but this can be arranged if required.

P&O Ferries

www.poferries.com

Overnight ferry between Hull and Zeebrugge offering 4-berth en-suite cabins. Breakfast and dinner included.

MAIN ATTRACTIONS

Disneyland Paris®

www.disneylandparis.co.uk

Discover a spectacular visual feast, magical dreams and rides to make you laugh and scream.

Montparnasse 56

www.tourmontparnasse56.com

The only skyscraper in Paris where you can see up to 40km away on a clear day from the 56th floor observation deck.

CURRICULUM KEY



Parc Astérix

www.parcasterix.fr

This typically French theme park is home to over 30 outside attractions.

River Seine All River Hopper

Unlimited one day travel on the river.

The Louvre

www.louvre.fr

The most famous museum in the world and home to some of the finest collections of antiquities, sculpture and art.



SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing to Scotland
- Overnight sailing to Zeebrugge (Dinner, breakfast and cabins provided)

DAY TWO

- Guided city tour
- Montparnasse 56

DAY THREE

- Full day at Disneyland Paris or Parc Astérix

DAY FOUR

- River Seine All River Hopper
- The Louvre
- Overnight sailing to Hull (Dinner, breakfast and cabins provided)

DAY FIVE

- Ferry crossing from Scotland
- Arrive at school

OTHER ATTRACTIONS

- Aquaboulevard
- Centre Pompidou
- Cité des Sciences
- Eiffel Tower
- Guided city tour
- Stade de France
- Palace of Versailles
- Musée D'Orsay
- Musée Rodin

THE SOMME

There is no better way to commemorate the tragic events of WWI than to take pupils on a school trip to the areas where they took place. Here they can really develop their understanding of the events and the sacrifices made. Of course there is time for everyone to relax with a visit to either Disneyland Paris or Parc Astérix, both of which cater for children of all ages.



MAIN ATTRACTIONS

Tyne Cot Cemetery

www.firstworldwar.com

The world's largest British war cemetery with 11,908 graves registered.

Memorial Museum Passchendaele

www.passchendaele.be

An international symbol of senseless military violence in its most cruel form.

Sanctuary Wood

www.firstworldwar.com

Today considered by many to offer the finest preserved trenches on the Western Front.

Menin Gate

The Last Post Ceremony is held here every night at 8pm.

CURRICULUM KEY



Vimy Ridge and Tunnels

www.vac-acc.gc.ca

Canadian Memorial to the north of Arras with reconstructed front lines.

Thiepval Ulster Memorial Tower

www.firstworldwar.com

Commemorates the men of the 36th (Ulster) Division who fell on the Somme in 1916.

In Flanders Fields Museum

www.inflandersfields.be

Here the emphasis is placed on the experiences of people who participated in the war.



ACCOMMODATION

Hotel Altia ***

www.altia-hotels.com

Neuville en Ferrain, France

Tel: 00 333 2028 8800

All 108 rooms are en-suite and are usually twins or triples.

Novotel Lens Noyelles ****

www.accor.com

Set the heart of the Lens region and ideally situated for exploring the Somme.

P&O Ferries

www.poferries.com

Overnight ferry between Hull and Zeebrugge offering 4-berth en-suite cabins. Breakfast and dinner included.

SUGGESTED ITINERARY

DAY ONE

- Depart school
- Ferry crossing to Scotland
- Overnight sailing to Zeebrugge (Dinner, breakfast and cabins provided)

DAY TWO

- Tyne Cot Cemetery
- Memorial Museum Passchendaele
- Sanctuary Wood
- Menin Gate (Last Post)
- Altia Hotel (2 nights)

DAY THREE

- Vimy Ridge & Tunnels
- Thiepval Ulster Memorial Tower
- In Flanders Fields Museum

DAY FOUR

- Full day at Disneyland Paris or Parc Astérix
- Kyriad Hotel Paris (1 night)

DAY FIVE

- Free time in Paris
- Overnight sailing to Hull (Dinner, breakfast and cabins provided)

DAY SIX

- Ferry crossing from Scotland
- Arrive at school

ENJOY A DAY OUT BY TRAIN!



Travel from your local station and enjoy great value discounts

Destinations include Portrush/Cultra/Belfast/Dublin, plus many more
We can also arrange your entry ticket to many fantastic visitor attractions

Call the Translink Travel Centre today for a no obligation quotation
028 9033 7004 (option 3)
www.translink.co.uk

PORTRUSH



ULSTER FOLK AND TRANSPORT



ULSTER MUSEUM BELFAST



WHITEHEAD



MUSSENDEN



DUBLIN



HOLIDAY INSURANCE

COACH HOLIDAY TRAVEL INSURANCE 2018

(Amended version - effective for tours departing from 1st January 2019)

A Special Holiday Travel Insurance Scheme is available for all passengers travelling on our holidays which is arranged with ETI - International Travel Protection (ERV) - the UK branch of Europäische Reiseversicherung AG) who are licensed by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN - www.bafin.de) and approved by the Financial Conduct Authority (FCA - www.fca.org.uk) to undertake insurance business in the UK.

Should you wish to take advantage of our Coach Holiday Travel Insurance please include the appropriate premium when booking your holiday.

DEMANDS AND NEEDS

This insurance policy will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions, are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen events detailed in the cover section below. Subject to the terms, conditions and maximum specified claim limits.

IMPORTANT

We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information.

We summarise below the details of the insurance cover provided which also includes SPECIALTY GROUP - 24-hour emergency service. The following is a brief summary of the cover available. Full details of Cover, Policy Warranties and Exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the Policy Wording before booking should you wish to examine this in advance.

POLICY EXCESSES

Cancellation, Curtailment, Holiday Abandonment and Loss of Deposit for holidays up to and including 3 days NIL.

For holidays over 3 days Loss of Deposit Excess £10.00 each and every loss. For holidays over 3 days and holiday cost up to £300 Excess £35.00 increased to £50.00 for holidays £300 and over each and every loss for Cancellation, Curtailment and Holiday Abandonment.

Medical and Other Expenses Excess £25.00 for holidays up to £300 increased to £50.00 for holidays £300 and over Personal Property and Money excess £25.00 each and every incident per Insured Person.

SIGNIFICANT EXCLUSIONS

RESIDENCY

If you or anyone else named on this policy has not been a resident in the UK for the past 6-months this policy cannot cover you.

PRE-EXISTING MEDICAL CONDITIONS

If you are travelling to destinations detailed in your policy document which do not require you to inform the Insurer of any pre-existing medical conditions, then you need to consider your answers to the following questions:

- Will you or anyone else be travelling against the advice of your GP or the carrier, their handling agents or any other public transport provider?
- Have you or anyone else been given a terminal prognosis?
- Will you or anyone else be on a waiting list, awaiting the results of tests or be aware of any surgery being required?
- Are you suffering from stress, anxiety or depression unless it has been investigated and diagnosed as such by a specialist in the relevant field?

Please note if you have answered Yes to any of these questions the policy will not cover claims as a result of the condition or conditions causing your Yes answer(s). You do however have the option to still take out this policy on the understanding that it will not cover these condition(s). If the policy does require you to declare your pre-existing medical conditions then you will need to call Towergate on 0344 8921698. Upon receiving your declaration Towergate may, on behalf of the Insurer, offer to cover these for an additional premium. It is your responsibility to

declare your pre-existing medical conditions when required. Failure to disclose may result in any claim being declined.

SPORTS / HAZARDOUS ACTIVITIES

If you intend to take part in any sports or hazardous activities not included in your holiday itinerary please call the tour operator with whom you have booked your trip. They will contact Towergate on your behalf to confirm whether the policy can be extended to cover your planned activity or activities. Additional terms and premium may apply.

MAIN EXCLUSIONS

In addition to the above the policy also contains the following main exclusions:

- Any existing medical conditions unless they have been declared to (where appropriate) and accepted by the insurer.
- Your participation in any organised sports, winter sports or dangerous activities unless they have been declared to and accepted by the Insurer.
- Suicide or the wilful exposure to exceptional personal risk.
- Stress, anxiety or depression unless it has been diagnosed as such by a consultant or expert in that field.
- Travel against the advice of the carrier, any other public transport provider, the Foreign Office or the World Health Organisation.
- Motorcycle travel during the insured trip where the engine size exceeds 125cc.
- Any manual work or hazardous occupation undertaken during the insured trip.
- The bankruptcy / liquidation of the tour operator, travel agent or transportation company with whom you have booked your trip.

Examples of these and other conditions and restrictions and what to do if you are unsure about any aspect of an exclusion are contained within your policy information. If after purchasing a policy should you find it does not meet your requirements you have 14 days from the date of issue, or prior to travel (whichever is sooner) to cancel the policy.

INSURANCE PREMIUMS - IPT Included

Trip Duration UK & ROI Europe

1-3 Days	£13	
4-7 Days	£17	£28
8+ Days	£22	£35

CLAIMS

Telephone Towergate on 0344 892 1697 for a claim form (office hours).

Ulsterbus Limited trading as Ulsterbus Tours is an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.

Full policy document will be forwarded at time of booking and you will have 14 days to cancel from this date.

COVER	SUM INSURED UP TO
Cancellation	£3,500
Missed Departure/Travel Delay	£600/£3,500
Personal Accident	£15,000
Medical and other Expenses including Curtailment	£2,000,000
Medical Inconvenience Benefit	£500 (£15 per 24 hours)
Personal Property/Loss of Passport	£1,500/£250
Personal Liability	£2,000,000
Delayed Baggage	£100
Legal Expenses	£25,000
14 Day Refund	Insurance Premium



Ulsterbus Tours
(ATOL 10596),
are the principal provider,
on these air tours.

FAIR TRADE CHARTER

1. Why should I read this page?

This is very important. This Charter along with the Important Tour Information forms the basis of a legally binding contract between you (as the person making the booking), anyone else in your party and us.

When you make this booking as the lead name you confirm that you have authority to accept and do accept on behalf of your party, the terms of these booking conditions.

The contract is made subject to the terms of these booking conditions which are governed by the law of Northern Ireland.

Please ensure that you take a few moments to study them as they set out what responsibility we each have under the contract. Reading it now may help you avoid problems later.

2. How and when do I make this contract with you?

You can make a contract in a number of ways. You can call into our office, write to us, phone or email.

Whichever way you contact us the contract between us is made when your booking is entered on our booking system and a booking reference number is produced. At that moment the contract between us begins.

We will send you a confirmation booking within two weeks. Please check it carefully to ensure all the details are correct.

3. How is my holiday money protected?

Ulsterbus is a household name in Northern Ireland, a name associated with reliability and security. It is now one of the very few government owned bus and coach companies in the UK. Our ownership provides you with the peace of mind to know that your money is safe and secure.

In addition, Ulsterbus Tours are now members of the Confederation of Passenger Transport and ATOL, and adhere strictly to the requirements of the EU on package tours.

4. Can you change the price of my tour after you have issued the booking confirmation?

The price of your tour is based on the numbers travelling and is therefore only guaranteed against this.

5. Can I change my tour arrangements?

After we have issued our booking confirmation we will do our best to accommodate any changes you may wish to make but we cannot guarantee to do so.

On air tours full deposits are non-refundable and with some airlines the full outstanding amount is still payable.

Some changes are so significant that we will treat them as cancellations and you must pay the cancellation charges set out in paragraph 9. Significant changes include transfer to a different tour or departure date within the balance due date period or a change in the number of people travelling.

6. How can I cancel my tour?

You can cancel at any time provided that the cancellation is made in writing by the person who signed the booking form and through this office.

You will have to pay cancellation charges set out in the scale below to cover our administration costs and estimated loss resulting from the cancellation.

If you are insured against cancellation you may be able to recover the charges from your insurers.

Your cancellation will take effect from the date upon when we receive written confirmation of your cancellation. You must also immediately return any tickets or vouchers which you have received at that time.

You should be aware that any reduction in the number of people occupying a room may increase the charges for the remaining passengers as supplements may be added for the low occupancy of rooms.

7. Scale of cancellation charges

Period before departure within which written notice of cancellation is received	Cancellation charge as % of tour price
More than 42 days	Deposit only
42 – 1 days	100%
Departure date and after	100%

On air tours deposits are non-refundable and you may still be responsible for any outstanding amount the airlines may levy.

8. What happens if you change my tour?

The arrangements for your tour have usually been made months in advance. Sometimes changes are unavoidable and we reserve the right to make them. Most of these changes are likely to be minor but where they are significant we will notify you as soon as reasonably possible before your departure

date.

A significant change includes a change in departure date or return time of more than 12 hours, a change of location, or reducing the quality of your main hotel (excluding single overnight hotels on touring tours where the quality of the hotel is comparable) or a change of tour itinerary which involves a destination being completely eliminated from the revised itinerary.

In the event of a significant change you may decide to:

- (a) continue with the tour as amended or
- (b) accept an alternative tour which we may offer to you or
- (c) cancel your booking.

If you choose (a) or (b) we will pay you compensation on the scale below. If you choose (c) we will refund all monies paid by you plus compensation on the scale below. No other claims for compensation or expenses will be considered.

When we have notified you of the changes and options available you must tell us of your decision as soon as possible and within any timescale we may need to set bearing in mind the need to safeguard the tour arrangements of other customers.

9. Scale of compensation

We will pay you compensation for significant changes made by us on the following scale:

Period before departure within which significant change is notified to you or your travel agent	Compensation per person
More than 42 days	Nil
42 - 29 days	£10.00
28 - 15 days	£15.00
14 - 8 days	£20.00
7 - 0 days	£25.00

10. Are there other reasons why you will cancel a tour?

A tour may be changed or cancelled by reason of unusual and unforeseen circumstances beyond our control the consequences of which could not have been avoided even if all due care had been exercised. These circumstances include but are not limited to war, or the threat of war, riot, civil strife, terrorist activity, industrial disputes, fire, quarantine, epidemic or health risks, natural or nuclear disasters, port and terminal closures and adverse weather conditions.

If we do cancel your tour at any time we are only liable for any monies which you have paid to us at the time of cancellation and the compensation payments set out in paragraph 11 above.

11. What is the extent of your liability?

We accept responsibility if you or any member of your party is killed or injured as a result of an activity forming part of your tour arrangements which you booked with us before your departure; or if any part of your tour arrangements, booked with us in the UK, is not as described in the brochure or not of a reasonable standard; if the failure in your tour arrangements or any death or personal injury is due to any fault on our part or that of our agents or suppliers whilst acting in the course of their employment.

We do not accept responsibility if the failure, death or personal injury is not caused by any fault of ours or of our agents or suppliers or is caused by you or someone not connected with your tour arrangements; or if the failure, death or personal injury is due to unusual or unforeseen circumstances which, even with all due care, we, or our agents or suppliers, could not have anticipated or avoided.

For claims which do not involve personal injury, illness or death, the most we will have to pay if we are liable to you is twice the price the person affected paid for their tour (not including insurance premiums and amendment charges). We will only have to pay this maximum amount if everything has gone wrong and you have received no benefit from your tour.

If you or any member of your party is killed, injured or becomes ill as a result of transport by ship, train or coach, any liability which we may have to pay compensation is limited in line with the Athens Convention (applies to transport by ship), the Berne Convention (applies to transport by rail), the Warsaw Convention (applies to travel by air) and the Geneva Convention (applies to transport by road). You can get copies of the relevant conventions which may limit or remove the carrier's liability to you and the amount which the carrier has to pay to you.

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

Our suppliers (such as accommodation or transport providers) have their own booking conditions or conditions of carriage, and these conditions are binding between you and the supplier. Some of these conditions

may limit or remove the relevant transport provider's or other supplier's liability to you. You can get copies of such conditions from our offices, or the offices of the relevant supplier.

Please remember that some amenities (e.g. hotel lifts, swimming pools, etc) require servicing and cleaning and may not therefore be available at all times. Some services may be affected by weather conditions and their availability is entirely at the discretion of the provider of the service. Entertainment (particularly live entertainment) provided by hotels is frequently subject to demand and its nature and/or frequency may be varied if there is lack of demand or insufficient numbers staying in the hotel.

Some excursion itineraries include the use of ferries and other forms of transport which can be affected by inclement weather, and may have to be cancelled or arrangements changed. Whenever possible a suitable alternative excursion will be offered.

The published running times of services are estimates only and we will not be liable for any loss (however caused) arising from delay or failure to operate services in accordance with published timings.

12. What do I need to do if I have to complain?

If you have a complaint during your tour you should tell the driver / courier / representative at the earliest opportunity so that they can do their utmost to resolve the problem immediately.

If they are unable to resolve the matter to your satisfaction you must notify us in writing within 14 days after the end of the tour. Please address your letter to The Manager, Ulsterbus Tours, The Travel Centre, Europa Buscentre, Belfast, BT12 5AH and give the tour title and departure date.

If you do not tell us at the earliest opportunity about a problem giving rise to your complaint we cannot take steps to investigate and rectify it.

In deciding how to respond to your complaint we will take into account the date upon which you first drew the problem to our attention or that of our representative.

13. Conditions of carriage

When you are travelling on an Ulsterbus Coach you are carried under the Ulsterbus Limited Conditions of Carriage a copy of which can be provided to you on request.

When travelling on a ferry or transport provided by any other courier, the Conditions

of Carriage of that carrier apply and are subject to any applicable National Conditions or International Conventions which may limit or exclude liability. The Public Service Vehicle (Conduct of Drivers, Conductors and Passengers) Regulations 1990 as amended apply to all coaches throughout any tour in the UK.

14. Do I need a passport or travel documents?

You are responsible for ensuring that you have the correct travel documents. We cannot be held liable for any loss or expense suffered by you or any member of your party because of an incorrect passport. It is highly recommended that Photo ID is carried by all passengers on all tours.

15. Do I need to take out travel insurance?

All tours include insurance in the price, if you do not require this please let us know within 14 days of paying your deposit, after which it becomes non-refundable.

16. What assistance will you give me if things go wrong when it is not your fault?

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of any activity which does not form part of your package travel arrangements or an excursion arranged through us in the UK, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, and benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you and any member of your party to £5,000.00 per party.

17. Passengers with health considerations/disabilities

Our tours may not be suitable for people with certain disabilities or medical conditions. If you have a disability, coaches/other forms of transport can be difficult to get on and off and some of our hotels do not offer ground/lower floor accommodation or lifts/easy access. We always endeavour to assist if we reasonably can where additional equipment needs to be transported in relation to a disability or medical problem.



The Travel Centre, Europa Buscentre, Belfast, BT12 5AH Web: www.ulsterbustours.com

Tel: 028 9033 7018 Email: educational.tours@translink.co.uk

