

DOLPHIN COACHES

**COACH HOLIDAYS IN
GREAT BRITAIN AND EUROPE**



Telephone: **01202 883132**

website: **www.dolphincoaches.co.uk**

email: **s.hann@dolphincoaches.co.uk**



Welcome! All at Dolphin Coaches look forward to meeting you on our friendly UK and European holidays.

You can be sure that your money is safe, as we have been in business for many years. You will always get your holiday or a full refund. The prices shown in the brochure are guaranteed for the year. Travel insurance is recommended- see our booking form for details

If you have BH post code your holiday starts and ends at your home with our door to door feeder service. Outside of this area taxi transfers can be arranged.

Most excursions are included in the price, the choice is yours whether you stay in the resort or come on the outings. No refunds are made if you do not come on any excursion.

When a charge is made for a special excursion this is clearly shown. Entrance fees are not included on excursions unless indicated otherwise

The coach will have

- Reclining seats & seat belts
- Toilet
- When road conditions permit hot and cold drinks are served
- Seats allocated on booking and are yours for the tour.
- A promotional dvd and safety announcement are shown.

On many UK tours our dog travels on the coach.

All UK accommodation is en suite - bath or shower; with a tea tray and TV. In Europe some do not offer a tea tray.

Most offer a lift - check tour description for details. The itinerary may change due to unforeseen circumstances eg weather or road closures.



We have a wheelchair accessible coach and many of the holidays featured are suitable for disabled travellers, but not all hotels have adapted bedrooms. Please ask for further information.

If you have any questions about our holidays please contact us by telephone (01202 883132) where a member of staff will do their best to make your holiday one to remember.

As a small but long-established company we offer a personal service, and can normally answer your queries in person. If we are away an answerphone will be in operation. Please leave your name and number and we will return your call promptly.

If your enquiry is urgent then please try our mobile number 07798 885580. Please note that mobile phones do not always have good reception and holding a long conversation is often difficult.



Paul James's 'Cockney Weekend'

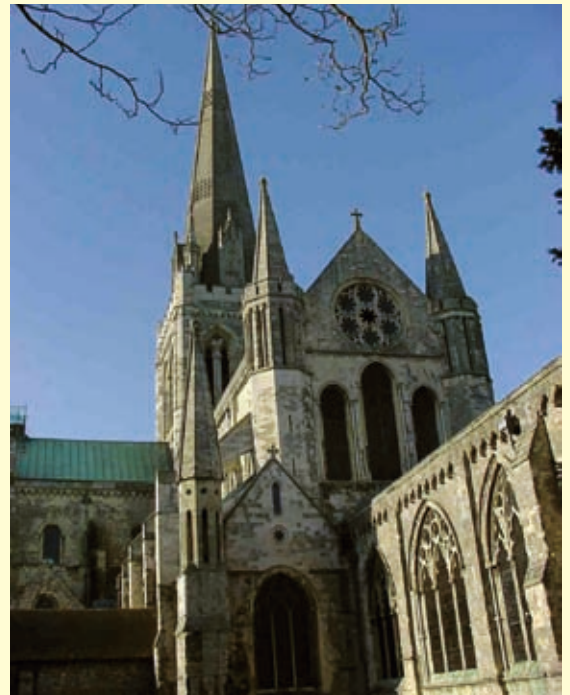
This four day short break is to the South Downs Holiday Centre at Bracklesham Bay near Chichester. There is a choice of chalets or rooms in the main building which are on the first floor (NO LIFT). The regular entertainments team are on hand to arrange the daytime activities and Paul James (Radio Kent DJ) keeps you amused in the evenings. There is ballroom dancing to a live band and traditional games like bingo and Hoy! Excursion to Chichester to visit the market shops and cathedral is on Saturday.

Price per person sharing a twin room is £220.00.

NO SINGLE SUPPLEMENT (four rooms)

Full Board three nights.

Travel date - Friday 2nd to Monday 5th March 2012



Easter Weekend in Eastbourne

This short break over the Easter Holiday weekend is at the York House Hotel overlooking the seafront not far from the town or the pier. Half board for three nights. There is



an indoor pool, a bar, lounge and lift. Good choice of menu. Free time to enjoy Eastbourne on Saturday and a full day excursion on Easter Sunday. On route to and from Eastbourne there will be visits to Brighton and Worthing.

Price per person

sharing a room £235.00

NO SINGLE SUPPLEMENT
(4 rooms)

Sea View Room supplement
is £45.00 per room

Travel dates - Friday 6th to
Monday 9th April 2012



Springtime in Harrogate

For late spring we have booked The Yorkshire Hotel in the Centre of Harrogate for four nights on half board. This is an old traditional hotel with ongoing refurbishment of rooms. Single rooms are at the top of the hotel. There is a lift, lounge & bar.



Included is a visit to York where the Shambles is the place to shop, there are the Railway and

Viking Museums and the Minster - slightly larger than Wimborne - all to see. Our other visits are to Haworth home village of the Bronte family and Castle Howard (entrance fee included).

Price per person sharing
a room is £300.00 **NO
SINGLE SUPPLEMENT** on
four rooms. Travel dates
- Sunday 29th April to
Thursday 3rd May 2012



Wales - Carmarthen



This five day tour is based at the Ivy Bush Royal Hotel in the centre of Carmarthen on half board. There is a lift and all rooms are ensuite.

Excursions to the National Botanical Gardens (entry paid) and the city of St David's are included. On Saturday there will be a visit to Cardiff as members of the Dorset Trefoil Group who are travelling with us have a conference.



Price per person sharing a room is £380.00
Single supplement £60.00
Travel dates - Friday 15th to Tuesday 19th June 2012

The English Riviera The Anchorage Hotel Babbacombe

Our summer holiday this year is to Torbay well known for its mild climate and lovely flowers. The hotel is located in a residential area of Babbacombe close to the park and shops. There is entertainment on some evenings and a theatre visit can be arranged on Wednesday. Details of the show will be available nearer departure. As you can see there is an outdoor pool and inside you will find a bar and lounge area.



Staying for four nights on half board. There is a lift,

but some rooms are not served by this.

Please use the "special request" section of the booking form if you

need lift access. Excursions to Widecombe, Brixham and Trago Mills are included.

Price per person sharing a room £299.00
NO SINGLE SUPPLEMENT
Travel dates - Monday 16th to Friday 20th July 2012



Scenic Scotland - Pitlochry



Enjoy the beautiful scenery of England and Scotland on this seven day tour with overnight accommodation at the Shap Wells

Hotel in the Lake District and the Fishers Hotel in the centre of Pitlochry as our main stay hotel. All rooms en suite. Breakfast and dinner included.

The Fishers has a bar, quiet lounge and a lift serving most floors. It is located in the middle of Pitlochry with its small shops offering local products. Fill in the "special request" section of the booking form if you need lift access.

- Excursion 1: Dunkeld Scotland's smallest City and Perth
- Excursion 2: Edradour Scotland's smallest distillery, and the Queens View Point
- Excursion 3: Fort Augustus, Caledonian Canal and a cruise on Loch Ness

Price per person sharing a room £575.00
Single supplement £100.00
Travel dates - Sunday 16th to Saturday 22nd September 2012



Blackpool Illuminations October Half Term Holiday



Get the family together for this traditional autumn holiday to view the Blackpool Illuminations. The Carousel Hotel at the southern end of the Promenade has eleven family rooms and is close to a tram stop and the Pleasure Beach for your free day. Staying three nights on half board.

The coach will do an after dinner run through the lights; a trip to Fleetwood Market and a visit to Oswaldtwistle Mills is included on the way home.

Price per adult sharing a twin or double room £250.00

Price of child aged u14 sharing with two adults £148.00
Single room supplement £35.00

Travel dates - Tuesday 23rd to Friday 26th October 2012.

Thursford Christmas Show

This show in Norfolk has become quite famous for the colourful "Fantasy Land" exhibition and the professional family show featuring carols, sketches, magicians and dancers. Entrance to both included.

Our hotel is in Norwich for two nights on half board. This may be lunch or dinner on day two depending on ticket allocation. There will be free time in Norwich.

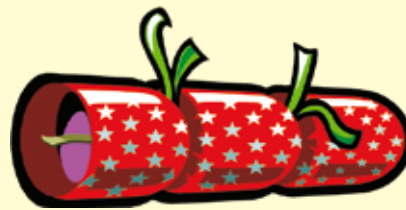


Price per person sharing a room is £289.00.
Single room supplement £35.00
Travel dates will be either Sunday 18th or Tuesday 20th November 2012 for 3 days.

PJ's Christmas Cracker South Downs Holiday Centre



Our annual "Turkey and Tinsel" break at Bracklesham Bay near Chichester where there is a choice of chalets or rooms in the hotel - please note there is no lift in the hotel. Full board, a sherry reception, traditional Christmas music and Santa may visit with a small gift as well. Daytime activities and evening cabaret are arranged by the



Entertainments Manager and his team. Dancing to a live band. This weekend features the DJ and entertainer Paul James together with comedian Billy Nutt who hosts a late evening sing along.

Price per person sharing accommodation is £210.00
NO SINGLE SUPPLEMENT.
Travel dates - Friday 7th to Monday 10th December.



Carpet of Flowers and Floriade



Every other year Brussels has a carpet of flowers arranged in the Grand Place and this year is also the Dutch Floriade the large flower show similar to the Chelsea Flower Show, but only held every ten years.



We journey to Dover and the short ferry crossing to Calais and on to the Hotel Thon in Brussels. This is a modern hotel with all the usual amenities. Rooms have a tea tray. Dinner included.



On day two visit the Carpet of Flowers from the special viewing balcony and look around the city centre. Early afternoon we

depart for Holland and the Hotel Van Der Valk in s'Hertogenbosch where we stay for three nights on half board. (no tea tray in rooms)

Saturday will be a visit to Amsterdam with a canal cruise.

Sunday will be the visit to the Floriade show ground.



On Monday after breakfast we travel back through Holland and Belgium to our hotel on the outskirts of Rouen in France.

Tuesday visit the Normandy Beaches and a hypermarket before the afternoon ferry to Portsmouth. Dinner is included. Arrival back in the area is late evening.

Price per person sharing a room £647.00

Single supplement £110.00

Travel dates Thursday 16th to Tuesday 21st August 2012

Christmas in the Alps



This seven day holiday to the snow covered Alps is an ideal way to let someone else arrange the festive season for you. Included are:-

- Overnight hotel in France with dinner and breakfast outward and return
- Ferry crossing Dover to Calais
- Four nights at the Artos Hotel large bedrooms with balcony
- Traditional Swiss Christmas dinner
- A gift from Santa



Excursions are to Grindelwald, Thun and Adelboden (destinations may change if road conditions are not suitable)

Price per person sharing a room £819.00

Single supplement £120.00

Travel dates - Saturday 22nd to Friday 28th December 2012



GROUP DISCOUNTS

The following discounts apply when all bookings are made by one person :-

- Groups of 10 receive £10 off per person.
- Groups of 20 paying receive 21st place free.

If your group wishes, we can arrange holidays through the UK and Europe including all travel, hotels, meals and entrance fees. Please call us on 883134 to discuss this.

DAY TOURS AND SHOWS

We offer a small selection of day tours from half day to full day which may include a train ride, lunch or admission to a castle for example.

Theatre visits are arranged for the new shows and to the Brighton Ice Show.

For a leaflet please call or tick the box when you send your holiday booking form in.

Coach Seating Plan

Tour Coach A

A	1 2	3 4
B	1 2	3 4
C	1 2	3 4
D	1 2	3 4
E	1 2	3 4
F	1 2	
G	1 2	
H	1 2	3 4
J	1 2	3 4
K	1 2	3 4
L	1 2	3 4
M	1 2	3 4
N	1 2	3 4

Tour Coach B

A	1 2	3 4
B	1 2	3 4
C	1 2	3 4
D	1 2	3 4
E	1 2	3 4
F	1 2	3 4
G	1 2	3 4
H	1 2	3 4
J	1 2	3 4
K	1 2	3 4

Tour coach B
When carrying wheelchairs seats F1 & 2 to H1 & 2 may not be available

Booking form for all holidays :

Customer Name

Address.....

.....

Post Code..... Telephone No

Please reserveseats and single...../twin...../double..... rooms

On tourDeparting on.....

Special Requests (e.g. diet/wheelchair access).....

If you do not have travel insurance it is accepted that you indemnify Dolphin Holidays (Dorset) Limited and all its service providers and persons associated with it, against any and all consequences of your decision. Please give details of any policy you have to cover this booking :-

Insurance Company..... Policy No.....

Date of cover from..... to

Deposit of £60.00 per person to be enclosed with this booking form and sent to Dolphin Holidays (Dorset) Limited, Unit 6 Stone Lane Industrial Estate, Wimborne, BH21 1HB – telephone (01202) 883132 Monday to Friday 9am to 5pm. If you have a query; to reserve a specific seat; or discuss your booking please telephone us.

Signed by

Print name.....

On behalf of all persons covered by this booking form



BOOKING CONDITIONS

These conditions set out clearly and simply the responsibilities that we have to you and which you in turn have to us when a contract is made between us. The contract is binding when you make a booking and we accept it by written confirmation on the terms set out in these conditions. You should note that when signing the booking form for your holiday you will sign on behalf of yourself and any others named in your party and confirm that you have read and understood and accepted these conditions and any other written information supplied to you before booking is accepted by us.

1. Book Form

The booking form must be completed by you on behalf of yourself and the others named in your party accepting these conditions.

2. Price of the Holiday

In those cases where your holiday is for a period of 4 days or less the full cost of the holiday is to be paid by you to us when you return the booking form.

In cases where your holiday is for 5 days or more you must pay a deposit of £50.00 per person when you return the booking form to us. The balance of the cost of the holiday must be paid to us at least eight (8) weeks before the holiday departure date. If the balance is not paid in time we reserve the right to cancel your holiday, to retain your deposit and to apply the cancellation charges set out in paragraph 4.

If you book your holiday within 8 weeks of the holiday departure date you must pay the full amount of the holiday when you return the booking form to us.

3. Alterations by you

If, after we have issued confirmation of your holiday, you wish to change to another of our holidays or change departure date we will endeavour to accommodate your request provided that written notification is received by us from the person who signed the booking form at least 8 weeks before the holiday departure date. A charge of £10.00 to cover administration costs will be made and must be paid to us at the time of your written notification. Any alteration by you within four weeks of the holiday departure date will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below.

4. Cancellation by you

You may cancel your holiday at any time provided that the cancellation is made by the person who signs the booking form, in writing to us. In such cases we will retain your deposit to cover our administration costs and the following cancellation charges up to the maximum amount shown below will apply:

Period before departure within which written cancellation is received	Amount of cancellation charge shown as a % of the holiday price deposit
more than 28 days	45%
15-28 days	60%
8-14 days	100%
0-7 days	100%

5. Reservations of Your Holiday

A written confirmation will be forwarded to you normally within three weeks of receipt of your signed booking form and the contract is made between us when you receive this confirmation.

6. What the cost of the holiday includes

Your holiday price includes all coach travel, hotel accommodation and meals as specified in our description of the holiday and Value Added Tax where applicable. We guarantee that there will be no surcharges arising from currency fluctuations or any normal cost increases. The only exception to this is in respect of any additional or new charge or tax imposed by UK or foreign government bodies which significantly affects the holiday costs.

You should note that morning coffee, afternoon tea and other refreshments are not included. Some hotels may make an additional charge for portage and tea or coffee served after lunch and dinner.

Gratuities to the hotel staff and drivers/couriers are discretionary. As a guideline £2.00 per person to waiter/waitress £1.00 to chambermaid. £2.00 per person per day to your driver and/or guide.

7. Changes to Your Holiday by Us

Because the arrangements for holidays are made months in advance some changes are sometimes unavoidable. Most of these changes are however minor, but if they are significant we will notify you as soon as reasonably possible before your departure date. A significant change would include a change to your departure date, departure point, resort area, a reduction in the quality of your main hotel (this does not include single overnight hotels or touring hotels) or a major change of the tour itinerary. In the event of a significant change you may decide to either:

- Continue with the holiday as altered, or
- where we are able to offer the same, accept an alternative holiday, or
- cancel your booking

If you decide to cancel your booking then we will refund all monies paid by you. No other claims for compensation or expenses will be permitted.

8. Cancellation of Your Holiday by Us

In certain circumstances we may have to cancel your holiday and if this should occur we will return to you all the money you have paid to us. However, we will not cancel your holiday during the 4 weeks immediately prior to departure date unless:

- you have not paid for your holiday in full, or

- your holiday is influenced by events beyond our control such as war or threat of war, riots, civil strife, industrial action, natural disasters, fire, epidemics, bad weather, technical problems to transport, the closure of airports or ports, terrorist activities or governmental action or other similar events beyond our control.
- IF WE HAVE TO CANCEL YOUR HOLIDAY AT ANY TIME WE ARE LIABLE ONLY FOR ANY MONIES YOU MAY HAVE PAID TO US AT THE TIME OF CANCELLATION.**

9. Complaints

If you have a complaint during your holiday please inform our driver/courier immediately who will do his/her best to help you straight away. If the matter cannot be resolved on the tour then you must notify us in writing within 28 days of the completion of your holiday.

Your complaint should be addressed in writing to the customer relations manager, Dolphin Holidays (Dorset) Limited, 68 Leigh Lane, Wimborne BH21 2PS and must quote your booking reference number and departure date.

10. Conditions of carriage

When you travel on an aircraft, train or ship, the conditions of carriage of that carrier apply and are subject to National and International conditions which may limit or exclude liability. Your contract made under these booking conditions is subject to English law and jurisdiction. Some coach journeys are operated by vehicles which may have a specification different to that detailed. The public service vehicles (conduct of Drivers, Conductors and Passengers) Regulations (as amended) 1936, apply to all coaches throughout any holiday in the UK.

11. Other Terms

On a holiday you may not:

- Bring a pet or any other animal, including assistance dogs, without prior consent.
- play any personal music system at a sound level that can be heard by fellow travellers.

You are responsible for ensuring that you are at the correct departure point at the correct time and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point. Excursions are included in the price of most holidays and refunds cannot be made for passengers not wishing to go on these excursions. Admission fees to buildings, grounds etc., are not included in the price of the holiday unless otherwise stated in the itinerary. We reserve the unconditional right to refuse a booking or terminate a passenger's holiday in the event of unreasonable conduct.

Room Allocation

Every effort will be made to provide precisely the kind of accommodation booked. Our liability for provision of additional facilities for which a supplement is paid shall be limited to the stated price of that supplement. Bookings for rooms with private facilities will be deemed to be effected by the provision of either bath and WC or shower and WC.

Seat Allocation

Requests for particular seats can be made on most holidays when booking, but since allocations are made on a first come first served basis, early booking is advisable. Whilst everything possible is done to conform to the seating plan shown and to provide the seat numbers booked by clients in the position indicated in the published seating plans, we reserve the right to change these, should conditions necessitate and we cannot accept bookings conditional on the provision of specific seats. Smoking is not permitted on any coach at any time.

Luggage

We ask you to keep luggage down to one medium sized suitcase per person, but a small holdall can also be taken on board the coach. We cannot accept responsibility for loss or damage to luggage unless it is established that it is caused by our negligence.

All luggage should be clearly marked with your name and home address.

Passports

For all continental holidays you will require a full 10 year British Passport. Passengers who are not British Citizens may require Transit Visas. We cannot accept responsibility if passengers are not in possession of the correct travel documents.

Our Liability to you

We shall at all times exercise diligence in making arrangements for you, but we would draw your attention to the following matters which fall outside our direct control or where for some other reason we are not able to accept liability.

- where services are supplied by shipping, hotel, restaurant and other persons firms or companies then your booking is subject to any conditions imposed by the persons providing those services and we do not accept any responsibility or liability for any default by any such persons whether negligent or otherwise (including losses as a direct result of any industrial action)
- The amenities provided in our hotels (including lifts, swimming pools, entertainment etc.) are provided at the discretion of the hotel and therefore are not guaranteed and could be withdrawn if there is a lack of demand or insufficient numbers in the hotel. We do not accept any liability for loss (howsoever caused) arising from time cancellation or curtailment of any such amenities which are outside our direct control.
- The company does offer excursions other than those included in the price of the holiday and specified as optional. Payment can be made to the driver/courier for additional excursions.



Please make cheques payable to Dolphin Holidays.

Please post back to:

Dolphin Holidays (Dorset) Limited, Unit 6 Stone Lane Industrial Estate, Wimborne, BH21 1HB

Telephone (01202) 883132 Monday to Friday 9am to 5pm

If you would like to receive our day trips list, please tick here

