

LAZ Day Trip Terms & Conditions

Registration: If you are using Leicester Art Zone services for the first time you will need to register first. You can download our registration form from our website:

<https://www.leicesterartzone.com/services>

After downloading, save it on your desktop, then proceed to complete it and email to leicesterartzone@gmail.com or bring it in to us. We will need your Photo ID to approve your registration. **Annual Registration fee is £18.** You can pay in instalments:

- £1.50 (covers 1 month and giving only to first time user)
- £4.50 (covers 4 months)
- £9 (covers 6 months)

Example, you paid £1.50 towards registration fee for one month and joined our day trip. Then you didn't use our services let's say 4 months and then you want again to use LAZ services. In this case you need to pay first £4.50 for missing four months and then again you need to purchase four months or 6 six months cover.

Reservation: You can call or email to reserve your place without making any payment. However, your place is not guaranteed until you have made your payment.

Booking: When you pay a deposit of £10 or full payment, then booking is approved and your place is guaranteed.

Late booking: Please do not wait until the last minute to make your decision. If you are pay within 24hr of the Day Trip you will be charged an extra £10.

Cancelation on time: If you made your booking with Leicester Art Zone to go a Day Trip and you then cannot make it you are able to cancel your Day Trip and will receive a refund, but £10 admin charge will apply.

We can also cancel LAZ Day Trip, if there are too few people booked to travel as expenses will not be covered. If this happens we will refund your payment fully.

Lost property: We will not accept liability for loss or damage to your property and belongings. We advise you to have your belongings with you at all times and do not leave it on the bus.

We will do all that we reasonably can to locate and return any property left on our bus. If you find lost property on a bus, please hand it to the driver. Providing the item is not perishable or objectionable, we will keep it for a month. Items of lost property can be claimed through LAZ Customer Services on 07460929902.

Boarding: Please do not be late. We will stop to pick up and drop off passengers at recognised stopping places which are normally identified by a "Bus Stop" sign. Certain routes may have no fixed stopping places however buses will stop anywhere on request where it is safe to do so.

Carriage of Wheelchairs, Mobility Scooters: We are able to accommodate one wheelchair or mobility scooter on certain buses that feature easy access entrances via the back door. We cannot accommodate wheelchairs or scooters on buses that do not have the appropriate facilities for them. The dimensions of the wheelchair space generally permit the carriage of a wheelchair up to a maximum size of 120cm long by 70cm wide

Conduct of Passengers: We reserve the right to refuse entry to or require you to leave our buses or premises at any time. This will usually be either for reasons of safety or because of your conduct.

When travelling on our buses, you are subject to these Conditions. Failure to comply with the statutory regulations or those set out in the Conditions may result in us refusing to permit you to travel or continue to travel. In particular, you must not

Speak or behave in a manner that is abusive, threatening or likely to cause offence to other passengers or staff. Intending passengers who in the opinion of the driver appear likely to behave in an inappropriate manner or to be under the influence of alcohol, drugs or solvents may not be permitted to travel.

Wilfully damage, deface, soil or otherwise misuse any fixture, fitting or other part of the vehicle including the seating, or attach any article to or throw any article from the vehicle

Consume any type of alcohol or items of food or drink which may make other passengers' journeys unpleasant or otherwise cause offence

Allow small children to be uncontrolled at any point when boarding, alighting or travelling on our services

Limitation of our liability to you: LAZ values its customers and aims to offer a safe, comfortable journey on a clean, well-maintained bus.

We try to run all our buses on time. However, some things are outside our control such as traffic congestion, roadworks or extreme weather conditions might affect your journey. We will work with other parties as necessary to inform customers and reduce the impact of our services wherever and in whatever ways this may be possible at the time.

In the event of the cancellation, withdrawal, delay, diversion or termination of any service, or in the event of the service being otherwise unavailable to you due to the service being fully occupied or otherwise, we shall not be liable for any losses, damage, costs or inconvenience that you suffer as a result.

We do not in any way exclude or limit our liability for death or personal injury resulting from our negligence, nor are your statutory rights as a consumer affected.