

WHA Outings for 2020

Terms and Conditions....

To bring Wokingham Horticultural Association in line with other clubs, organisations and General Data Protection Regulation (GDPR) we are now required to make members and guests aware of the following Terms and Conditions.

Please read carefully before submitting your payment, otherwise it will be taken as you agreeing to the following T&Cs

Booking your seat/ticket.....

Please be aware that your place is not guaranteed until you have sent in the relevant payment, booking and emergency contact forms for your chosen visit.

Make sure you have filled in and included all the details. Name, pick-up point, cheque or cash etc, before you post or hand in.

Bookings given on a first paid preference, even if you have indicated an interest in an outing.

If you are interested in joining a visit but feel you might need some assistance, please contact us rather than NOT travel. Our outings are inclusive to all our members and guests, whatever your needs. Just indicate on your booking form.

In most instances we can make mobility provisions at the venue.
All coach drivers are extremely friendly and helpful.

Where possible an email confirmation will be sent to you.

Contact Form.....

This is required to be completed only ONCE for each outings season to ensure all details are updated annually.

All forms will be held securely and at the end of each year will be safely shredded.

It is only held by the outings organiser and gives your permission for them to contact you with relevant information regarding outings.

Emergency contact details on the contact form.....

Are required in case of any emergency occurring whilst on the outing or at the venue. Will only be used for this purpose.

Relevant information on booking.....

If your WHA membership is not valid then you will be charged accordingly as a non-member.

Whilst every consideration is given in choosing venues, we cannot guarantee they will suit everyone or contain all that might be of interest or advertised by WHA or venue.

WHA is not responsible or liable for any personal, accidental, loss, damage or injury to self, others or personal belongings. Or any personal expenses incurred due to missing the coach.

Journey times to and from are a guide or rough approximate, not a given. Obviously travel conditions play a vital part.

Relevant information on booking (cont'd).....

In the event of long delays with no alternative route the coach may come off at the nearest Services for a while rather than sit in traffic.

This will give options for your comfort, stretching of legs, refreshments etc.

Comfort stops will be put in place for scheduled longer journeys wherever possible.

Coaches are usually booked with toilet facilities on board.

Pick up /return drop off Points.....

These are always shown on booking form.

Mark your preferred choice clearly on form.

Any on the day requests can only be made in agreement with coach driver, road accessibility and safety of other passengers.

Refund policy.....

Due to increasing coach costs, booking fees, non-refundable ticket purchases at some venues and administration costs in future it may not be possible to give any or full refunds on personal cancellations.

Partial returns minus costs will be at the discretion of the committee.

Money will be returned in full where a seat can be reallocated, and no loss is incurred.

In exceptional circumstances payments will be refunded in full.....

Any outings cancelled by WHA.

Safety or health issues by venue or NHS /Public Health England.

Severe weather conditions

Sudden or unexpected venue closure issued by the venue themselves
i.e. Hidcote due to severe weather warnings.

Cancellation of outings due to required numbers not being achieved.