

## Worcester Victorian Christmas Fayre Coach Booking Form

### Thursday 28 November – Sunday 1 December 2019

Please return completed form to [christmas@worcester.gov.uk](mailto:christmas@worcester.gov.uk) or post to Victorian Fayre Team, Worcester City Council, The Guildhall, High Street, Worcester, WR1 2EY.

If you have any questions, please email [Christmas@worcester.gov.uk](mailto:Christmas@worcester.gov.uk)

Before completing this booking form, please read the **Worcester Victorian Christmas Fayre 2019 Coaches Terms and Conditions**.

Please note that all coaches and minibuses arriving at Worcester City Centre during the dates of the event without pre-booking will be treated as 'fly coaches' and are charged at the rate of £144 (incl VAT) per coach.

**Please complete the form clearly in BLOCK CAPITALS**

Coach Company Details	
Contact Name	
Coach Company	
Address	
Postcode	
Telephone Number	
Email Address	

**COACH PACKS WILL BE SENT DIRECTLY TO COACH COMPANY 10 DAYS PRIOR TO EVENT**

Group Booking Details	
Contact Name	
Group / Organisation Name	
Address	
Postcode	
Telephone Number	
Email Address	
Does the group have any accessibility requirements? NO / YES Please specify:	

Your personal information will be used by Worcester City Council to process your booking for the 2019 Worcester Victorian Fayre. We may need to pass on your details to Warwickshire and West Mercia Police who will be working with Worcester City Council to organise the Fayre. Your information will be deleted once no longer needed following the event.

**If you would like us to retain your information so that we can contact you regarding future Fayre bookings, please tick here** \_\_\_\_\_. You can ask us to amend or remove your details at any time by contacting us using the methods at the beginning of this form. To view Worcester City Council's privacy policy please go to: [www.worcester.gov.uk/privacy-policy](http://www.worcester.gov.uk/privacy-policy).

<b>Invoice Details – Please Complete in Full</b>	
Contact Name	
Company Name	
Address	
Postcode	
Email Address	
VAT Number (if applicable)	
Purchase Order Number	

### Prices and Booking Details

Please state here your preference for arrival / departure times. We will reserve your time slot on a first come first served basis. If the requested arrival / departure time is not available the nearest time slot, within 30 minutes, will automatically be allocated. You will receive confirmation via email once agreed; this time slot must be adhered to.

The dates and prices are as follows:

Date	Cost per coach	No. of coaches	No. of passengers	Preferred drop off time	Preferred pickup time
Thursday 28 <sup>th</sup> November 2019 12pm – 9pm	£50.00 inc VAT				
Friday 29 <sup>th</sup> November 2019 11am – 9pm	£60.00 inc VAT				
Saturday 30 <sup>th</sup> November 2019 10am – 8pm	£85.00 inc VAT				
Sunday 1 <sup>st</sup> December 2019 11am – 5pm	£60.00 inc VAT				
Total payable					

### Payment

Invoices will be sent once the booking form has been received and processed, please be aware invoices are sent on a weekly basis from our accounts department. Worcester City Council requires payment within 30 days of invoice. Failure to send payment in this time may result in your booking being cancelled. Methods of payment are stated on the invoice.

### Agreement

**I have read and understand the Worcester Christmas Fayre 2019 Coaches Terms and Conditions and agree to be bound by them.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

*Please print clearly*

## Worcester Victorian Christmas Fayre Coach Booking Terms and Conditions

To make your visit to the Worcester Victorian Christmas Fayre as pleasant as possible for you and your passengers, it is essential to book your coach arrangements in advance. Limited coach parking is available and therefore we strongly advise you to return the booking form as soon as possible. Once capacity has been reached we will be unable to accept any additional coaches, even if received before the closing date.

### Benefits for coach companies and passengers:

- Designated city centre drop off and pick up areas within easy walking distance
- Allocated time slots and passenger passes to minimise waiting times
- Stewarding service to welcome passengers to the event
- Free programmes available for your passengers on arrival at the event
- Well sign-posted access routes
- Guaranteed coach parking on hard standing
- Frequent shuttle bus service to the Fayre for coach drivers
- Catering and toilet facilities for drivers at the coach park
- Police escort from coach park to ensure you are on time to collect passengers

Please note that all coaches and minibuses arriving in Worcester City Centre during the dates of the event **MUST** be booked in advance. Dropping off or picking up passengers from any other roadside location in Worcester city centre will not be permitted.

Normal city centre coach arrangements operated throughout the year are suspended during the Fayre due to the increased volume of arrivals.

Please read the following information carefully and email [Christmas@worcester.gov.uk](mailto:Christmas@worcester.gov.uk) if you have any questions.

### Arrangements for coaches and minibuses

Only pre-booked coaches and minibuses will be permitted to use the designated passenger drop off/pick up zones and coach park. Coaches that have not booked will be charged a supplementary parking fee of **£144 (Inc. VAT)** and will be escorted to a location from where passengers will be dropped off and collected.

### How to pre-book coaches and minibuses

Please state your preference for arrival / departure times on the booking form. We will reserve your slot on a first come first served basis. If the requested arrival / departure time is not available the nearest time slot, within 30 minutes, will automatically be allocated. You will receive confirmation via email and this time slot must be adhered to. **Please ensure your email address is completed correctly on the booking form.**

### Cancellations

A refund of the coach booking fee less a £20 cancellation fee will be granted in the event of a cancellation being received in writing before 3pm on Friday 11<sup>th</sup> October 2019. No refunds will be granted after this date.

### **Payments**

Invoices will be sent once the booking form has been received and processed. Please be aware invoices are sent on a weekly basis and will not be sent at the time of your confirmation email. Worcester City Council requires payment within 30 days of invoice. Failure to send payment in this time may result in your booking being cancelled. Methods of payment are stated on the invoice.

A reference will be included on your invoice; this will include your group name so we recommend this section is completed on the booking form.

Confirmation emails and invoices are sent via email; please ensure you check your junk mailboxes if these are not received in your inbox.

### **Information for Coach Drivers and Passengers**

Approximately 10 days before the event, a coach confirmation pack will be sent directly to the coach company. This will include a map detailing the location of your passenger zone, confirmation of the arrival and departure times, designated coach park information and a coach pass.

Each coach will be allocated a unique reference number which will be indicated on the coach pass which must be displayed in the front window of the coach at all times.

Entry to the passenger zone and coach park will only be granted if the pass is displayed. If you are bringing more than one coach, you will be issued with a pass for each coach. Please ensure the correct pass is displayed in the appropriate coach window. Once you have received an information pack you will be unable to change your departure time.

### **Arriving at the Fayre**

Once the coach has arrived at the designated passenger zone a police officer/steward will confirm the departure time with the driver. Coaches must then proceed directly to the coach park.

On arrival at the coach park you will be directed to a parking space. A shuttle bus service to and from the city centre will be available for coach drivers. Coach drivers must ensure they are back at the coach park one hour before their departure time. Catering and toilet facilities will also be available on site.

### **Departing the Coach Park**

It is recommended that coach drivers liaise with the police officer/steward on duty at the coach park as some drivers may be given specific movement instructions. Coaches will depart in convoy mode to their designated pick up zone to ensure timely pick up.

### **Collecting Passengers**

Passengers are to be collected from the designated zones at the specified time unless otherwise instructed by the police/steward. Coach drivers must not encourage passengers to arrive earlier than their designated pick up time. Should any passengers not be waiting at the zone, the coach driver will be directed to a holding area.

Please return completed form to [christmas@worcester.gov.uk](mailto:christmas@worcester.gov.uk) or post to Victorian Fayre team, Worcester City Council, The Guildhall, High Street, Worcester, WR1 2EY.