

## **Worcester Victorian Christmas Fayre Coach Booking Terms and Conditions**

To make your visit to the Worcester 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.

Please note that due to the nature of this event, all coaches and minibuses arriving at Worcester City Centre during the dates of the event **MUST** be booked in advance.

Please read the following information carefully and call the team on 01905 722374 if you have any questions.

### **Arrangements for coaches and minibuses**

These are compiled in conjunction with West Mercia Police. Only pre-booked coaches and minibuses will be permitted to use the designated passenger drop off/pick up zones and coach park. This will be managed by Police and event staff and fines will be issued for non compliance. Coaches that have not booked will be charged a supplementary parking fee of **£144 (inc VAT)** and will be escorted to a site outside of the city centre where passengers will be dropped off and collected.

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.

### **Benefits for coach companies and passengers:**

- Designated city centre drop off and pick up areas within easy walking distance to the Christmas Fayre
- Allocated time slots and passenger passes to minimise waiting times
- Stewarding service to welcome passengers to 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
- Escorted in convoy by West Mercia to ensure you are on time for passenger collection

### **How to pre-book coach and minibus arrangements**

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 of this and once agreed, this time slot must be adhered to. **Please ensure your email address is completed correctly on the booking form.**

Please return completed form to [Helen.mole@worcester.gov.uk](mailto:Helen.mole@worcester.gov.uk) or post to Helen Mole, Local Centres Officer, Worcester City Council, The Guildhall, High Street, Worcester, WR1 2EY.

Invoices will be sent once the booking form has been received and processed. Worcester City Council requires payment within 30 days of invoice. Failure to send payment in this time will result in your booking being cancelled. Methods of payment are stated on the invoice.

### **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 14th October 2016. No refunds will be granted after this date.

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

Approximately three weeks before the event, a coach confirmation pack will be sent to you. 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 by police officers. 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, then the coach driver will be directed to a holding area.

### **Timings:**

Thursday 24th November	12.00pm-9.00pm
Friday 25th November	11.00am-9.00pm
Saturday 26th November	10.00am-8.00pm
Sunday 27th November	11.00am-5.00pm

We are looking forward to welcoming you to the Worcester Victorian Christmas Fayre. If you have any queries, please contact the team on 01905 722374.