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JG Theatre Club

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FREQUENTLY ASKED QUESTIONS.

Membership runs from 1 August each year but you can join at any time during the year and I reduce the cost as the year progresses.

Non-Members are welcome to join us on our day tours we just ask that you pay the £2.50 per person guest supplement for each tour booked. You are also able to book our holidays with no additional cost.

Booking. To book our tours you need to complete the booking form which is attached to each newsletter and the newsletters are available to download from our website. **I do not accept telephone bookings but bookings can be submitted by email if you are paying by debit card.** All bookings must be accompanied by payment **covering the full amount for day trips and the deposit for holidays.** Please do not put day tours and holiday payments on one payment. **Tickets are given out on the coach and are not sent to you prior to the tour.**

Pick up points. We have many pick up points and I do not list them all on the departure times for each trip. If you would like to know where they are please contact us. Our route runs from Heathfield to Felbridge including Uckfield, Maresfield, Nutley, Forest Row and East Grinstead. **Please specify the pickup as we have 4 in Uckfield and 4 in East Grinstead. See back of information leaflet for where they are.**

Home times are approximate as we can never account for traffic! Home refers to the Maresfield area.

Special Requests. There is a special request box at the bottom of the newsletter and on the holiday booking form. This is for information including who you wish to sit with at a theatre, mobility issues, coach seat requests and any dietary requirements if we are providing any refreshments or meals on the tour.

Please note that we **cannot guarantee** aisle seats at theatres or specific seats on the coach but will do our best to arrange this.

Holiday bookings. **These must be made on the appropriate holiday booking form** and accompanied by payment for the deposit and **any extras** like NT entry, Club Class & any upgrades requested. Most of our excursions are included in the price of your holiday but if you'd prefer to make your own plans that is not a problem. If you decide to skip an included excursion, we won't be able to offer a refund. **If you need to cancel a holiday booking this must be done by either email or written letter.**

Balance Due Date. The balance due date for holidays is on the bottom of your original invoice but we also send out a gentle reminder as this date approaches.

Travel Insurance. We do not provide travel insurance. If you choose not to have insurance for a UK holiday that is at your own risk. **When you book a holiday outside the UK** I will send you a Travel Insurance Disclaimer form which **MUST BE** completed and returned to me on or before the balance due date please.

FOR HOLIDAYS OUTSIDE THE UK you must have appropriate travel insurance to book with us. To get a quote or purchase a travel insurance policy through David Oliver Associates, you can call: 01371 705159 or visit <https://everywhenpip.b2ctravel.co.uk> **We are simply introducing this option as a convenient choice.** If you prefer to find travel insurance through another provider, that is perfectly fine—what matters most is that you have adequate cover in place. Having the right travel insurance gives you peace of mind, so you can relax and enjoy a stress-free holiday knowing you're protected.

Information on all our tours can be found on our website. www.jgtheatreclub.co.uk

If you need any further details please either call us on 01825 732211 or email us on info@jgtheatreclub.co.uk

Please see over page for information on how to book trips.



IMPORTANT NOTES RE BOOKING ETC.

I hope these clarify the way you can book.

Please can you provide a **DEBIT CARD** to pay for trips **NOT A CREDIT CARD**. For **HOLIDAY FINAL BALANCE PAYMENTS ONLY** you can use BACS, bank details are on the invoice. **Please notify me by email or phone that you have paid by this method.** Please note that these bank details **CANNOT** be used for Day Trips.

You can book day tours via email (I do not take telephone bookings) as long as you include your name, address, pick up point, number of tickets required, if any are guests and your CVV number. **FOR HOLIDAYS I do need the completed holiday form but this can also be scanned and emailed to me with either CVV number only if I have your card authorisation form or full debit card details if I do not have this.**

IF YOU ARE PAYING BY CARD YOU DO NOT NEED TO SEND A SEPARATE CHEQUE FOR THOSE TRIPS WHERE A SEPARATE CHEQUE HAS BEEN REQUESTED. THIS IS ONLY FOR THOSE PAYING BY CHEQUE FOR THEIR BOOKINGS. IF A TRIP IS FULL I WILL OBVIOUSLY NOT TAKE A PAYMENT ON YOUR CARD FOR THAT.

PLEASE READ THE CONFIRMATIONS CAREFULLY as there can be messages which will **show in red just above the tear off slip**. For example that one of the trips you requested is full etc. or that details/times have changed.

If I do NOT have your card authorisation form then I do need full card details on each booking please as I cannot store your details without the signed authorisation.

If you require a confirmation please ensure you tick the box for an email confirmation or enclose an SAE if you do not have email.

Home times are approximate and refer to the Maresfield area.

Please refer to our website as I do mark trips as limited space or fully booked on there. If a trip is full you can request to go on the wait list but be warned cancellation spaces are often last minute.

We still take cheques but please write these out carefully and clearly as the mobile app can find it tricky to scan them if they are a bit untidy. If you can use a black pen this will help also.

