



## NORTHAM TOWN COUNCIL

### DEPARTURE TIMES

Normally, the departure on each day will be at approx. 8:15am to 8.40am, with collection points in Appledore, Northam and Westward Ho!. These in most cases will be confirmed when your booking is made, though these can be subject to change, when the Council will advise you nearer the time. Once a booking has been made if you decide not to go due to a time change the client cancellation policy will apply.

### RETURN TIMES AND ROUTES

The excursions will depart on the homeward journey at approx. 4:00pm unless otherwise stated. Return times advised are only guideline. We cannot be held responsible for any change which occurs on the day, or be held liable for any expenses incurred by passengers due to the late arrival home of the excursion.

The order of drop offs across Appledore, Northam and Westward Ho! may not necessarily be the reverse of the pickup points. This is left to the driver's discretion. The locations will be the same.

### IMPORTANT NOTICE

Drivers will not wait beyond the given departure times Northam Town Council will not be held responsible for any expense incurred by any person missing a pick up. We cannot be held responsible for time changes on the day due to heavy traffic.

### CANCELLATIONS

BY THE COUNCIL – should circumstances arise where we are forced to cancel either excursion (e.g. minimum number of passengers not reached), all passengers for that particular date will be informed and following that the Council will be exempt from liability. In the very rare event we have low numbers, excursions are usually cancelled approx. 4-7 days prior to departure

In circumstances beyond the company's control (e.g. event cancellation by a third party, adverse weather or advice from a third party not to travel), all passengers for that particular date will be informed. The Council will not be responsible for clients ticket purchases (museums/shows/timed entry visits, etc) should an excursion be cancelled.



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BY THE CLIENT – Once a booking confirmation has been issued, you may cancel at any time by contacting the Council Offices. Should you wish to transfer the bookings to others, please make the Council aware of the names and addresses of the transferees. Out of office hours cancellations/transfers must be confirmed by Council staff before bookings are cancelled or transferred.

### FEEDBACK AND QUERIES

We welcome and encourage all types of feedback. The Council does not respond to complaints made via social media and would respectfully ask that prior to posting/using social media you allow us the courtesy of formally dealing with your grievance. We will keep you updated on the progress of your complaint and always aim to respond within 7-working days.

For all feedback and queries, please contact the Town Council by post, email or telephone (see below).

The Council office in the Town Hall is normally open 9.00am to 1pm. Please do not call in or telephone outside these times.

Address: Mrs M J Mills, Town Clerk, Town Hall, Windmill Lane, Northam, EX39 1BY

Telephone: 01237 474976

Email: [admin@northamtowncouncil.gov.uk](mailto:admin@northamtowncouncil.gov.uk)

### DISCLAIMER

EVENTS ADVERTISED ARE CORRECT AT THE TIME OF GOING TO PRINT, FROM INFORMATION WE HAVE BEEN PROVIDED BY EVENT ORGANISERS OR TOURIST BOARDS, ETC. AND WE CANNOT BE HELD RESPONSIBLE FOR ANY CHANGES (THESE INCLUDE VENUE & DATE) OR CANCELLATIONS OF EVENTS BY THE ORGANISERS.

NORTHAM TOWN COUNCIL OFFERS THE SEAT ON THE COACH FOR FREE, ENTRANCE FEES TO ANY SIGHTS OR ATTRACTIONS IN EXETER ARE NOT INCLUDED WITH THE TICKET. THE TOWN COUNCIL IS NOT LIABLE FOR THE COST OF ENTRY TO SIGHTS OR ATTRACTIONS THAT TICKET HOLDERS MAY WISH TO ATTEND.

TIMES OF ARRIVALS AND LENGTHS OF STAYS AT SPECIFIC PLACES, ROUTES AND ITINERARIES CANNOT BE GUARANTEED, HOWEVER WE DO ENDEAVOUR TO MEET JOURNEY TIMES, BUT CANNOT ACCEPT RESPONSIBILITY FOR DELAYS WHICH ARE BEYOND OUR CONTROL SUCH AS ROAD CLOSURES, HEAVY TRAFFIC, DIVERSIONS, ETC.



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# TAW AND TORRIDGE

of Devon

23/09/20

**Please read the following Covid-19 guidelines:**

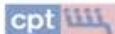
- 1 - Please social distance as much as possible
- 2 - Face coverings must be worn on the coach until you are seated
- 3 - Please use hand sanitiser when boarding this vehicle if available
- 4 - If you sit in the front seats, face coverings must be worn at all times
- 5 - Please keep seated at all times with your seatbelt on
- 6 - No eating or drinking is allowed on board this vehicle
- 7 - Our driver does not need to wear a face covering whilst driving



HEAD OFFICE: Grange Lane, Merton, Okehampton, Devon, EX20 3ED

Tel: 01805 603400 Fax: 01805 603559

BARNSTAPLE DEPOT: Coney Avenue, Barnstaple, Devon, EX32 8QJ Tel: 01271 859533



[www.tawandtorridge.co.uk](http://www.tawandtorridge.co.uk)

[enquiries@tawandtorridge.co.uk](mailto:enquiries@tawandtorridge.co.uk)

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