

TRIPS

1) Can I pay for the trips over the telephone?

Yes, we can take payment over the phone with a debit card – a receipt and confirmation will then be sent out to you in the post.

2) Can I reserve a place on a trip and then come and pay for it at a later date.

No. Your place is only secured on the trip once you have paid. Trips are booked on a first come, first served basis. We would advise you to telephone the office to confirm that there are still places left on the trip you wish to book, if you are coming into the office to pay.

3) Can my friend/relative come on the trip with me?

Yes. Non PFH residents may also attend the trips but will be charged a slightly higher rate. We will need their full name and address at the time of booking.

4) I am unable to attend a trip which has been booked and paid for – can I have a refund?

If there is someone on the reserve list then the Community Liaison Officer will issue a credit note, otherwise we cannot offer a refund. The cost of the coach is very expensive and is subsidised by PFH. It is essential to have the bus as full as possible in order to make the trip financially viable.

5) Is there anyone there on the day to assist me getting up the steps onto the coach?

Yes, the driver will be happy to assist you on and off the coach.

We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact 4 Pickering and Ferens Homes on (01482) 223783 www.pfh.org.uk