

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. The closing date for Early Booking discount completed forms and payments is **1<sup>st</sup> June 2014**.

Please note that due to the nature of this event, all coaches and minibuses arriving at Worcester City Centre during the dates of the Christmas Fayre **MUST** be booked in advance through the Christmas Victorian Fayre organisers. Any coaches arriving without a booking will be treated as 'fly coaches' and are charged at the rate of £144 (inc VAT) per coach.

Please read the following information carefully and call the Christmas Fayre team on 0845 641 1641 if you have any questions.

## Event Details

The traditional Worcester Victorian Christmas Fayre will transform Worcester City Centre into a hub of busy stalls from Thursday 27<sup>th</sup> November until Sunday 30<sup>th</sup> November.

Worcester Victorian Christmas Fayre is the leading Victorian-themed street market in the West Midlands and is the perfect way to begin your seasonal preparations and celebrations. The atmospheric streets of historic Worcester will be filled with sideshows and more than a hundred stalls with many stallholders expected to dress in traditional dress as 19th century ladies, gents, urchins and chimney sweeps, as well as a few Victorian themed surprises along the way!

From sparkly jewellery and festive home decorations to traditional roast chestnuts and warming mulled wine, a wonderful range of products are waiting to be discovered within the local arts and crafts maker area, festive gifts area and food court. This will be the perfect opportunity to buy some Christmas gifts.

## 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 signposted 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 back to your pick up point to ensure you are on time for passengers

## Timings

Thursday 27 <sup>th</sup> November	12pm-9pm
Friday 28 <sup>th</sup> November	11am-9pm
Saturday 29 <sup>th</sup> November	10am-8pm
Sunday 30 <sup>th</sup> November	11am-5pm

All coach and minibus visits to Worcester City Centre **must** be booked in advance

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

These are compiled in conjunction with West Mercia Police and it is essential that they are adhered to. Only pre-booked coaches and minibuses will be permitted to use the designated passenger drop off/pick up zones and coach park and will be enforced by police parking enforcement officers and event staff. Fine may 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 will be suspended during the Fayre due to the increased volume of arrivals.

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

Complete the coach booking form and return together with cheque payment, or call 0845 641 1641 to make a payment by credit or debit card.

#### **Applications will not be processed without payment**

Please state your preference for arrival / departure times on the booking form. We will reserve your slot once full payment has been received, 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 of this and once agreed, this time slot must be adhered to.

Coach / minibus capacity is calculated based on the length of an average coach which is 15 metres. Coaches exceeding this length may only be accommodated on request. Please make this clear on the booking form.

### **Coach Confirmation Packs**

Approximately three weeks prior to 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, passenger passes, 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 to be displayed in the front window of the coach.

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**

#### **On arrival at the passenger zone**

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.

#### **At 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. Catering and toilet facilities will be available on site.

### **Departing the Fayre**

#### **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.

### **Cancellations**

A refund of the coach booking fee less a £10 cancellation fee will be granted in the event of a cancellation being received in writing before 4pm on Friday 17<sup>th</sup> October 2014. No refunds will be granted after this date.

### **Further Information**

Further coach booking forms and information can be obtained from:

Worcester Christmas Fayre,  
Severn House  
Prescott Drive  
Warndon  
Worcester, WR4 9NE  
Tel **0845 641 1641**  
Fax **0845 641 4641**  
Email **Christmas@hwchamber.co.uk**

### **Worcester Tourist Information Centre**

Further information about other events, attractions and accommodation in Worcestershire is available from the Tourist Information Centre:

The Guildhall  
High Street  
Worcester  
WR1 2EY

01905 726311



**Worcester Victorian Christmas Fayre  
Coaches Terms and Conditions  
27<sup>th</sup> November – 30<sup>th</sup> November 2014**