

FAQ's

How do I join your coaches?

All holidays of 5 days or more include our free Door to Door service, where you are picked up from home by either local taxi or Eastons minibus, and transported to the nearest point to join the main tour coach. Upon return, you are dropped off where you joined the coach, where the vehicle will be waiting to transport you home.

Main Norfolk Areas

- NR1 to NR35: Free of charge
- IP24, IP25: Free of Charge
- PE32 2**, PE37: Free of Charge

Diss & Surrounding Areas:

- IP20 0**, IP20 9**
- IP21 4**
- IP22 2**, IP22 5**
- IP24 1**, IP24 2**, IP24 3**
- IP26 4**, IP26 5**
- IP27 0**, IP27 9** - **£20 Per Address**

Kings Lynn & Surrounding Areas:

- PE30 1** to PE30 5**
- PE31 6** to PE31 8**
- PE32 1**
- PE33 0**, PE33 9**
- PE34 3**
- PE35 6**
- PE36 6**
- PE38 0**, PE38 9** - **£25 Per Address**

Newmarket & Surrounding Areas:

- IP28 6** to IP28 8**
- IP29 4**, IP29 5**
- IP31 1**, IP32 6**, IP32 7**
- IP33 1** to IP33 3**
- CB7 4**, CB7 5**
- CB8 0**
- CB8 7** to CB8 9** - **£25 Per Address**

If your postcode fits any of the areas above, then you are eligible for door to door service at these supplements. If you live outside these areas, call our tour office and our staff will discuss all the options available to you.

For breaks of 2-4 days duration, you can join the coach from one of our local joining points, and for any points not on the route of the tour coach, we will provide transport to take you to join the coach, from your joining point. Ample parking is also available at our depot at Stratton Strawless

Do you operate feeders and use interchanges?

No. You will stay on the same coach from your joining point for the duration of your holiday and the return journey. Only a handful of local stops en-route will be made to pick up fellow passengers.

Can I request a particular room?

All special requests are welcomed and will be directed to the appropriate person, however, these are not guaranteed.

Can I choose where I sit on the coach?

Yes, provided your desired seats are not already booked. Please be aware, however, that in exceptional circumstances we may need to use a coach with a different seating configuration, in which case you will be seated as close to your chosen seat as possible. Eastons reserves the right to modify the seating configuration and seat layout on any coach for any holiday or excursion without prior notice.

Do I need a passport?

On continental holidays a valid passport is required with at least three months validity from the return date. On Jersey, Guernsey, Irish, Isle of Man and Isle of Wight tours photographic identification is needed.

Why am I charged a single supplement?

Single supplements are set by the hotel, not by Eastons Holidays, for rooms for single occupancy. This is often because you will be provided with a double or twin bedded room for use by yourself, however this cannot be guaranteed and is subject to the hotels discretion. Paying a single supplement does not guarantee you a double room for sole occupancy.

Do you have a luggage allowance?

Passengers are allowed to bring one medium sized suitcase each which does not weight more than 20kg. For continental holidays using an overnight hotel a small overnight bag is allowed.

Can I bring my wheelchair or scooter?

Yes. These must be delivered to our tour office at least one day prior to departure. Any light weight scooters must not weigh in excess of 21kg and must be able to fold into dimensions no greater than 22x21x28 inches.

Do I have to pay a deposit?

All English, Scottish & Welsh Tours, and Weekend Breaks charge a £50 per person deposit, European Tours, and Holidays to Ireland & the Isle of Man charge a £70 per person deposit. Flight Holidays to Jersey & Guernsey charge a £100 per person deposit.

What happens if I need to cancel my holiday?

All cancellations are strictly subject to our cancellation policy, this is because the money paid to Eastons may have already been used to pay our fees to hotels and attractions. Please speak to our reservations team for more information.

What happens if the holiday is cancelled by Eastons?

All customers with a booking on the tour will be offered a full refund or the chance to transfer all money paid onto another holiday of their choice.

What is included in the holiday prices shown?

The holiday prices shown are per passenger and include accommodation, meals where listed, return executive coach travel and all excursions included in the itinerary. We do not operate optional excursions.

Is there a toilet on board the coach?

Yes, all of our executive coaches include on board facilities.