

Terms & Conditions of Hire

14 days	10 days	15 min	6 weeks
a quotation is valid for	balance due before hire (pre-payment)	waiting time before extra charges	lost property is kept

Conditions of hire

Application

- 1 These conditions apply whether a contract has been made verbally or in writing.

Quotation

- 2 Quotations are made subject to a vehicle suiting the Hirer's requirements being available at the time of acceptance. Quotations are based on costs prevailing at the time and in accordance with details supplied by the Hirer. Quotations are valid for 14 days from issue or for any period specified. Unless otherwise stated, admission charges and parking charges are not included and are payable by the Hirer.

Use of vehicle

- 3 Unless previously agreed by the Company in writing, the vehicle is not available for use of the Hirer other than for the journeys and times stated.

Drivers' hours and rest periods

- 4 The hours agreed with the Company for the operation of any hire must be observed (other than in case of serious emergency or diversion) so that the current regulations governing drivers' hours and rest periods may be complied with. The Company reserves the right to curtail or otherwise alter any hire which does not comply with the relevant regulations.

Seating capacity

- 5 Not more than the maximum of passengers indicated may be carried on each vehicle. Children must use the seatbelts provided.
 - Any extra seats used will be chargeable.

Conveyance of animals

- 6 On a private hire, no animals may be carried on any vehicle without prior agreement of the Company, with the exception of some dogs such as guide dogs. Please tell us when booking.

Confirmation

- 7** Written confirmation by the Company is the only basis of acceptance for a hiring or for a later change to its terms. This can be by email.
- 7.1** The confirmation details sent from our systems are the same details that are shared with the driver. If there are any errors on the confirmation, please report them immediately. We will not be held responsible for following inaccurate instructions.

Payment

- 8** Any requested deposit must be paid at the time stated; any payment in full must be paid before the start of the hire unless the Company has agreed in writing to a variation of this condition. Failure to do so will result in the Company cancelling the hire. The Company reserves the right to add interest at the rate of 7.5% compound interest per calendar month after the date by which payment should have been made.
- 8.1** At peak times determined by the Company, deposits may be requested to reserve a vehicle.
- 8.2** All customers must make sure that all balances are paid in full ten days before the date of hire, or 7 or 30 days after the hire, depending on your agreement with the Company.
- 8.3** For credit account customers, all balances must be paid in full by the end of the agreed day after the date of hire, unless you have a written agreement with the Company. When payment is due:
- Pre-payment account: 10 days before the hire
 - 7 day account: end of the 7th day after the hire
 - 30 day account: end of the 30th day after the hire
- 8.4** We accept credit card, debit card and BACS. We do not accept cheques. Please quote your customer reference and your hire or invoice number with every payment.

Credit accounts

- 9** All credit accounts must be applied for and agreed by the Company. The Company reserves the right to add the following charges to credit accounts:
- £25 late payment fee
 - £10 late payment call

Cancellation by the Hirer

- 10** If the Hirer cancels, the Company reserves the right to keep any deposit. The Hirer shall be liable to the Company for any losses incurred by the Company as a result of cancellation or part cancellation, but not exceeding the full cost of the hiring. This may include parking expenses charged in advance. Cancellation charges, by days before the date of travel:

Days before the date of travel	Cancellation charge
14 days or more	20% of the hire
6 to 13 days	50% of the hire
3 to 5 days	70% of the hire
1 to 2 days	100% of the hire
Day of hire, arrival of the coach, or after departure	100% of the hire

Cancellation by the Company

- 11** In the event of an emergency or force majeure, or if the Hirer varies the agreed conditions on their own, the Company may cancel the contract by returning monies paid and without further liability.

Route and variation

- 12** Should a vehicle be kept waiting by the Hirer for more than fifteen minutes, or taken on a longer journey than that contracted for, the Company reserves the right to make an additional charge in line with the costs incurred. During the hiring, the driver must be the judge of whether a request to change the route or time is reasonable. In any event the vehicle must depart at the agreed time (shown on your booking as the leave date and time), and the Company will not be liable for any loss or injury to a passenger who fails to join the vehicle at the appointed time.
- For the avoidance of doubt, a late departure from the destination is chargeable.
 - For the avoidance of doubt, your leave time is the time you should be leaving your destination, not the time you will board the vehicle.

Change of vehicle

- 13** The Company reserves the right to provide a larger vehicle than that specified, at no extra charge unless extra seats are used. The Company reserves the right to substitute other vehicles of similar quality, including those of other operators, for all or part of the hiring. If the vehicle breaks down, the Company may substitute a vehicle of a lesser specification.

Breakdowns and delays

- 14** The Company gives its advice on journey times in good faith but does not guarantee finishing a journey at a set time, and will not be liable for loss or inconvenience caused by breakdown or other delay.

Agency arrangements

- 15** Where the Company hires in vehicles from other operators at the request of the Hirer, or arranges other services such as meals, accommodation, ferries or admission tickets provided by another contractor, it does so as an agent for and on behalf of the Hirer.

Any terms and conditions of those contractors shall be binding on the Hirer as if they had contracted with them directly.

Passengers' property

- 16** Unless agreed beforehand with the Company, the driver decides what luggage can be carried and how it is stored. The Company does not accept liability for damage to, or loss of, any passenger's property left in the vehicle. Lost property found in a vehicle is kept at its depot for six weeks, and should be collected from there as soon as possible. If the owner cannot collect it in person, they can arrange a courier at their own expense; the Company does not send lost property on. Anything not collected within six weeks of the hire is disposed of.

Conduct of passengers

- 17** The driver is responsible for the safety of the vehicle. Any passenger whose conduct breaks the law may be removed on the driver's authority. The Hirer is responsible for the conduct of passengers and for any damage they cause to the vehicle during the hire. Smoking and vaping are strictly prohibited on all vehicles, as are alcohol, drugs and other illegal substances. The driver and the Company may end the hire at once if any passenger breaks these conditions.
- 17.1** Bonds may be charged in some circumstances. A bond is returned within 28 days of the hire if the vehicle is returned as it was found.

Complaints

- 18** Any complaint about the Company's services should be made in writing to the Company's registered office as soon as possible, and within 14 days. Complaints can be sent by email or by post.

Notices

- 19** No bill, poster, sign or notice may be displayed on any vehicle without the Company's written consent.

Refreshments

- 20** Other than on vehicles fitted for the purpose, food and drink (except small sweets such as confectionery and chocolate) may not be eaten or drunk on the vehicle without the consent of the Company or the driver.

Surcharges

- 21** Where more than 14 days pass between acceptance of the quotation and the hire, the Company reserves the right to pass on any increase in its costs as a surcharge. This is most often applied when fuel duty rises.

English law

- 22** Orders are accepted on the basis that the law of England applies to the contract and to the rights and liabilities of both parties, and that no proceedings will be brought by either party about the contract except in a court of competent jurisdiction in England.

Insurance

- 23** All Hirers and passengers are recommended to take out insurance for anything where, save for negligence, the Company's liability does not extend.
- Portable steps cannot be used to help boarding or leaving the vehicles.
 - Some items cannot be carried or claimed for, including but not limited to flammable objects and gas canisters.

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