

## Coach Hire Terms & Conditions

### Coach Hire Quotation

When contemplating hiring a coach from Grayscroft Coaches it is important to provide us with information of the greatest possible detail. Details required include number of passengers, passenger requirements (e.g. 3 point seat belts, toilet etc), departure point and times, precise destination and return time alongside proposed date(s) and any specific requirements for routes or stopping points. Any quotation given will be based on this information and will form the basis of any hire. Any bookings made from quotations given can only be accepted subject to availability at the time of booking. Any change to these details prior to departure, may alter the price quoted. All quotes are valid for 3 months from date of delivery.

### Service Delivery

We will provide one or multiple drivers and vehicles of sufficient capacity and specification suitable to undertake the specified hire in a satisfactory and legal manner. If in the unlikely event we have to subcontract your booking to another coach operator, the vehicle supplied will be of equivalent standards.

### Routes

Unless a particular route or additional arrangements have been agreed to with Grayscroft Coaches prior to departure, the journey will be by the most direct route with suitable stops made where required to serve requirements such as passenger comfort or legal requirements regarding drivers' breaks.

The coach may not remain at the destination or be accessible to the passengers between any outward or return journey unless by prior arrangement.

Although we always provide our best advice on journey times at time of booking and endeavour to complete journeys in the times required, we cannot accept responsibility for the consequences of delays caused by circumstances beyond our control. In the event of mechanical fault/coach break down on route, we will endeavour to find a coach operator in the locality of the coach to either rectify the fault or supply suitable replacement vehicles to ensure you can continue your journey within 1 hour of fault being reported or as soon as possible thereafter.

### Vehicle Supply

We reserve the right to supply a larger coach or multiple coaches when required to suit confirmed passenger numbers. We will always endeavour to inform you of any change, of this nature, prior to departure. If as a result of any action beyond our control we are unable to supply a coach with required specifications we will give you as much notice as possible in case you wish to make alternative arrangements. Any monies paid up to this point will then be refunded. If you are willing to accept the change of vehicle specification, the booking will be fulfilled at the original quoted price or a discount may be offered.

Unless otherwise agreed, the hire price will only include items such as coach parking, road/bridge tolls and congestion/emissions charges. Any additional charges such as group catering, tickets or admission charges will not be included unless agreed at time of original quotation/booking. At your request we can include these kinds of arrangements for you but no payments for these services will be made until a similar agreed payment has been made to Grayscroft Coaches first.

## Personal Property

Whilst we endeavour to ensure reasonable and safe care of passengers personal belongings they may bring onto the coach, we do not accept responsibility for any loss or damage caused to these items whilst on the vehicle. Under no circumstances should any valuables be left on the coach when unattended. Personal belongings are not insured against theft on any of our coaches. Any passengers personal belongings found on the coach after the hire will be stored at our Mablethorpe depot for 3 weeks. Any items not claimed after this time will be disposed of.

## Payment

Payment can be received by either BACS, Card, Cash or Cheque. Cash payments can only be made at our Mablethorpe booking office. All cheques must be made payable to Grayscroft Bus Services Limited.

Invoice credit terms will be stated and agreed upon at time of Coach Hire confirmation. These will be either:

1. A 25% deposit paid at time of booking and full payment required 5 working days prior to departure
2. Payment either 14 or 21 days after the date of your booking.

If payment is required prior to departure, these funds must be received by Grayscroft Coaches by the date of hire. The coach will not be dispatched from our depot until payment has been made.

You will be issued with an invoice for your booking stating credit terms and payment details. V.A.T. is not applicable to Coach hire, so there will be no additional charge for V.A.T .

## Cancellation by Hirer

If the hirer wishes to cancel the coach hire booking, the following cancellation charges may be applied to any funds already paid:

Cancellation Charges	
Days prior to departure	Charges
7 – 14 Days	25%
4 – 7 Days	50%
1 – 3 Days	75%
24 hrs or less	100%

The costs relating to any ancillary purchases made by our company, at the request of the hirer, (e.g. tickets, ferries, hotels, etc.) must be paid for at the time of purchase and are not refundable.

Cancellation due to inclement weather conditions will not be charged for providing we have been informed that the booking is weather dependant. In this instance any funds already paid will be held until a new date for the hire is set or as deposit for a future booking.

## Cancellation by the Company

In the event of any emergency, riot, civil commotion, strike, stoppage or restraint of labour and adverse weather/road conditions of which the company has no control. If it is considered these events could endanger the safety of the passengers, driver or vehicle, the company will cancel the booking and refund any payments made until that point.

## **Responsibilities of the Hirer**

The individual who accepts any coach hire quotation shall be considered the 'hirer' and party leader, therefore the main point of contact for Grayscroft Coaches and responsible for details of the hire and any payments required. As the 'hirer', they must also be prepared to accept responsibility for the conduct and any damage made to the property of Grayscroft Coaches caused by a member of your party. Our drivers may attempt to assist in limiting your liability by stopping passengers from travelling if their conduct merits such action. The hirer will be responsible for any cleaning deposits required. If we require a cleaning deposit you will be informed at the time of confirmed booking. Cleaning deposits will be kept by Grayscroft Coaches should a member of our management consider the returned coach to need extensive cleaning before further use. Cleaning deposits will be refunded if the coach is returned in a useable condition and does not require any specialised cleaning.

It is the hirer's responsibility to ensure that full payment is made within the agreed credit terms. We are entitled to terminate the booking or take legal action to enforce payment. We may also levy interest on any funds not received by the end of agreed credit terms.

Any coach that is overloaded, whether with passengers or their possessions, is likely to be stopped by the police and/or DVSA, and not allowed to proceed until it is within its legal limits. To avoid the inconvenience and increased hire cost occasioned by this, hirers must observe seating capacity limits and any restrictions on type, size and weight of passenger's luggage and possessions. The carriage and consumption of alcohol is not allowed at certain sporting events by UK law and in all other cases is only allowed at the express permission of Grayscroft Coaches.

Dogs are not generally allowed on our coaches and drivers reserve the right to refuse entry to any passenger wishing to board with a dog. If you wish to carry animals this must be agreed with Grayscroft Coaches prior to departure. Assistance dogs are allowed providing permission has previously been agreed to by Grayscroft Coaches.

## **Variations to Hire Details**

If possible, the driver will undertake minor variations to the confirmed details of the hire without incurring any additional costs. However the hirer will be responsible for any additional costs generated from changes to the confirmed booking details which incur further costs to Grayscroft Coaches. Examples of this include the need to send out a relief driver to comply with drivers working regulations, or the securing of another vehicle and driver if the late return of the party affects other work your coach and driver were assigned to.

## **Complaints**

We trust you will have no cause to complain about the hire, but in the unlikely event of this being necessary, it must be done as soon as possible within 14 days of the end of the hire. Should you have reason to complain, it must be received in writing and we endeavour to respond and resolve any dispute within 28 working days.