

Carousel Buses Ltd – Conditions of coach and bus hire

1. QUOTATIONS - All quotations are given subject to the company having available a suitable vehicle at the time the hirer accepts the quotation. Quotations are valid for 28 days unless otherwise notified.

2. PAYMENT

A deposit of 25% of the hire fee (minimum £100) is payable on booking the hire with the balance due 21 days before the date of the hire unless the Company has agreed in writing to vary this condition.

3. CANCELLATION BY HIRER

If the hirer wishes to cancel or amend any agreement, the following scale of charges will apply in relation to the total hire charge. 21 days or more before – 25% of hire, 8 – 14 days – 50% of hire, 3 – 7 days – 65%, 1 – 2 days – 75% of hire, Day of hire - Minimum of 85% of hire, Arrival of vehicle at departure point - 100% of hire.

4. Cancellation due to inclement weather conditions will be charged as above.

5. CANCELLATION BY COMPANY

In the event of an emergency or an action by the Hirer to vary the agreed conditions, the Company may return all monies paid and without further liability cancel the Contract.

6. DRIVER'S HOURS AND REST PERIODS

The Driver's hours or driving and rest periods are strictly controlled and the current regulations must be complied with. The Company will agree the hours of operation of the hire and these MUST be observed.

7. SEATING CAPACITY

The maximum number of passengers allowed on the vehicle is indicated on the vehicle. No standing passengers allowed except on vehicles licensed for standees. Drivers will not carry any extra passengers over the seating capacity of the vehicle if it is not licensed for standees.

8. ANIMALS will not be carried on any vehicle, except Guide Dogs.

9. VARIATION OF HIRE

If the vehicle is detained late by the Hirer or used for a longer journey than that contracted for, the Company will make an extra charge.

10. CONDUCT OF PASSENGERS

The Driver is responsible for the safety of the vehicle. Any passengers whose conduct is in breach of statutory regulations will be removed on the Driver's authority. The Hirer will be responsible for all damages caused to the vehicle by passengers during the hiring.

11. PROPERTY

The Company will not accept liability for any damage or loss of any property, which belongs to any passengers and is left on a vehicle. Any articles of found property recovered from a vehicle will be held at the Depot from where the vehicle is based and may be collected from there.

12. CHANGE OF VEHICLE

The Company may provide a larger vehicle than the size hired at no additional charge. The Company reserves the right to hire another Coach Operator to cover the hire.

13. BREAKDOWN/DELAY

The Company gives advice on journey times in good faith, but does not guarantee the completion of a journey at a specific time and will NOT be liable for inconvenience or loss caused by breakdown or delay.

14. AGENCY AGREEMENT

When the Company provides meals, accommodation, ferries, admission tickets and any other service provided by another Contractor, it does so as an Agent of the Hirer on his behalf. Any terms and conditions imposed by the Contractor will be binding on the Hirer as if he had directly contracted the services himself.

15. COMPLAINTS - In the event of a complaint about the Company's services, the hirer should endeavour to seek a solution at the time by seeking assistance from the driver or the Company. If this has not provided a remedy, complaints should be submitted in writing within 14 days of the termination date of hire to 1 Baker Street, High Wycombe, HP11 2RX. Complaints will be acknowledged within 14 working days and the Company will aim to resolve any complaint within 28 days of it being made.

16. RETENTION OF VEHICLE

Unless stated it should not be assumed that any vehicle will remain at the destination until time for the return journey.

17. ROUTE

The route used, unless the Hirer has advised of a particular route or places to be passed en-route, which will be specified on the confirmation letter, will be at the discretion of the Company and/or the Driver.

18. ALCOHOL

Under no circumstances may alcoholic drinks be carried on or consumed upon the vehicle without the express permission of the Company in writing.

19. SMOKING - All vehicles are non-smoking unless otherwise agreed by the company.