

Conditions of Hire

These are the conditions of hire of Compass Coach Travel LTD, (hereinafter called “the company”). They form the basis of the contract under which the company agrees to hire its vehicles to the customer (hereinafter called “the hirer”).

1. Breakdown and Delays

The company gives its advice on journey time in good faith. However, as a result of breakdown or traffic congestion, or other events beyond the reasonable control of the company, journeys may take longer than predicted and in those circumstances, the company will not be liable for any loss or inconvenience suffered by the hirer as a result.

2. Liability for Injury

The company will not accept any liability for damage, injury or loss for any passenger standing up or walking around the vehicle whilst in motion.

3. Supplying Coaches with Additional Seating Capacity

The company reserves the right to supply a larger coach than that ordered for any journey and in this event, no additional charge shall be made to the hirer unless the additional seating capacity is utilised. If you must have the size of vehicle you requested, please let us know at the time of booking as this may affect your quote.

4. Use of the Vehicle

The hirer cannot assume the use of the vehicle between outward and return journeys, nor that it will remain at the destination of the hirer's use unless this has been agreed with the company in advance.

5. The Use of Other Operators Vehicles

The company reserves the right to substitute other operators' vehicles in place of its own for any journey or part thereof.

6. Payment Terms

A 50% deposit of the total journey cost must be paid at the time of booking. The full balance must be paid before the outbound journey.

7. Passenger Capacity and Seat Belts

No passenger may be carried in excess of the seating capacity of the vehicle and passengers must wear the seat belts provided at all times. Standing on all buses supplied by the company is not permitted at any time while the vehicle is in motion.

8. Driver's hours regulations

The hours of operation for the driver are regulated by law and the hirer accepts the responsibility of ensuring the hire keeps to the hours and times agreed by the Company. Neither the hirer nor any passenger shall delay or otherwise interrupt the journey in such a way that the driver is at risk of breaching regulations relating to driving hours and duty time. If any breach is likely to occur, the hirer will be responsible for any additional costs incurred unless it is outside the control of the hirer.

9. Conduct of Passengers

a) The driver is responsible for the safety of the vehicle at all times and as such may remove any passenger whose behaviour prejudices safety or is in breach of the Regulations.

b) The hirer is responsible for any damage caused to the vehicle by any passenger for the duration of the hire.

c) The consumption of alcohol is strictly prohibited onboard any vehicle owned or operated by the company. Passengers may be refused travel if they consume alcohol while on board the bus. Passengers may also be removed from the bus. Additionally, the trip may be cancelled where passengers do not comply with the alcohol consumption condition. Where this is the case, the hirer will still be liable for the full cost of the trip.

d) Passengers who are extremely intoxicated may be refused travel.

10. Cancellations

a) For Cancellation more than 14 working days prior to the first day of the hire – the cancellation charge to the hirer is £100 per vehicle per day of hire.

b) For Cancellation less than 14 working days prior to the first day of the hire – the cancellation charge to the hirer is 50% of the total hire charge.

c) For Cancellation on the day prior to, or on the day of the hire- the cancellation charge to the hirer is 100% of the total hire charge.

e) Upon cancellation the hirer will also be liable to pay for any additional items or services that have been bought and paid for on behalf of the hirer in advance of the hire. For example, ferry services, , meals, parking permits, accommodation and guide services etc. Every effort will be made by the company to reduce this liability however all non-retrievable charges will be the responsibility of the hirer.

Cancellation by the Operator

In cases of extreme weather conditions or exceptional circumstances out of the Operators control, such as vehicle break-down etc, Compass Coach Travel LTD will liaise with the hirer and make every reasonable effort to make sure the hire is completed. However, where this is not possible, a full refund will be provided.

11. Consumption of Alcohol

The consumption and or carrying of alcohol in the passenger compartment of company vehicles is strictly forbidden unless permission has been obtained from the company.

12. Returnable Additional Deposits

The company reserves the right to insist upon a returnable additional deposit being provided by the hirer in addition to the hire charge. This deposit will be returned to the hirer following completion of the hire provided that non-additional expenses were incurred by the company which were a direct result of the hirers, or his passengers' actions.

13. Additional Charges

The company reserve the right to impose additional charges on the hirer following completion of the hire if the passengers have left the vehicle in an unreasonably untidy condition or having required additional time or mileage which was not included for in the original booking.

The hirer is also responsible for any deep-cleaning charges required following the journey. Deep cleaning will be required where any surface of the vehicle is contaminated by bodily fluids such as blood, urine, vomit etc.

14. No smoking policy

Hirers should note that this company operates a policy of no smoking on all company vehicles. This policy will be strictly enforced. Hirers should bring this condition to the attention of all passengers intending to travel on the coach.

15. Airport or Ferry Transfers

On collecting passengers from airports, ferry ports, etc., the coach will wait for one hour after the prearranged collection time free of charge. After that additional waiting time will be charged at the discretion of the company.

16. Passengers' Property and Lost Property

a) All vehicles hired by the company are subject to restrictions on carrying luggage for statutory safety reasons. Large bulky items may not be able to be carried and the hirer should take all steps to notify the company in advance of such requirements.

b) The company accepts any personal property of the hirer and their passengers on the understanding that it will take all reasonable steps to avoid loss or damage. The hirer should notify the company or the driver if items of exceptional value are to be carried on the vehicle. It is the hirer's responsibility to minimise risk of loss when property is left unattended.

c) The company will not be responsible for any damage to, or loss of, personal property left in vehicles, howsoever caused.

d) All articles of lost property recovered from the vehicle will be held at the company's premises where the vehicle is based and will be subject to the current Public Service Vehicle (Lost Property) Regulations. The company will provide details of this legislation on

request.

17. Acceptance of Our Quotation

Implies acceptance of the above conditions.

18. 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 from the company by calling our support staff on 02895 213916. If this has not provided a remedy, complaints should be submitted in writing and within 14 days of the termination of the hire. The company shall reply to any complaints within 48 hours of receipt of the same. Complaints can also be raised via email at Service@CompassCoachTravel.Com.