

Coach Hire Terms and Conditions

1 Coach Hire Quotations

Our quotations are given based on the most direct route and on information provided by the hirer. The route used will be at the discretion of the company unless it has been particularly specified by the hirer in which case it will be clearly shown on the booking schedule at the time the hirer accepts the quotation. Quotations are valid for **28 days** unless otherwise stated, and please be advised that your vehicle is not held off sale, it is subject to availability at the time of confirming your booking.

Quotations are given for coach and driver only, any additional charges will be separately identified and will be the hirer's responsibility unless otherwise stated. It is the hirer's responsibility to check the details on the quotation are correct and notify us of any amendments in writing in advance of confirming your coach hire quotation.

2. Confirming your booking

Our account customers are required to make bookings by email and an invoice will be raised for the full balance. Payment terms are within 7 days from the date of hire, if the travel date falls inside this period full payment will be due upon confirming the booking.

Non-account customers are required to secure the booking with a **10%** non-refundable deposit. The full balance must be paid 28 days prior to the date of hire. Payment can be over the telephone by credit or debit card (please call our team on 01530 816424 Monday-Friday, 9am-5pm), or by bank transfer, cheque or cash. Payment can be made in person by visiting our office: Roberts Travel Group, The Limes, Midland Road, Hugglescote, Leicestershire, LE67 2FX.

Please ensure you sign and return the booking form which is sent via email together with your letter of confirmation so we can secure your order.

3. Conditions of Hire

After booking your coach you will receive confirmation setting out the details of your journey and terms of payment.

The hirer acts on behalf of all the passengers travelling on the coaches. If the hirer is a Company, group or partnership an individual must be named as a responsible person. The hirer is responsible for the actions and decisions of all the passengers on board including any additional costs incurred in performing the contract whether or not they actually travel with the Party.

We will only accept instructions from the hirer. If the hirer is not going to travel with the Party, a representative must be nominated and we must be notified prior to the hire taking place

4. Use of the Coach

Unless a prior agreement has been made with Roberts Travel Group, the hirer cannot assume use of the coach between the outward and inward journeys or that the vehicle remains at the destination for the hirer's use unless this has been agreed with us in advance.

5. Route and time variation

Should you wish to make any variations to the booking once the booking is confirmed, please be advised that this may incur additional charges if additional mileage and/or extended hire time is added. Please be advised that any amendments made after the booking has been confirmed are subject to availability and are not guaranteed.

6. Drivers' Hours Regulations

It's important we maintain the agreed number of hours as originally specified at the time of booking. Driving hours are strictly regulated by law, to ensure everyone's safety.

Any delays or disruption via the hirer that cause the drivers hours to breach the legal timeframe will result in the need for a second driver to be dispatched in order we remain compliant with the law. Please be advised that should this occur; we will pass on these additional charges to the hirer.

7. Parking

Please be advised that parking charges are not included (unless specifically stated) and will show as an additional item on your quotation.

8. Cancellation of your booking

Our cancellation policy is applicable to all private hire bookings. If the hirer wishes to cancel any agreement the following scale of charges will apply:

Days Prior to date of hire	Summary of Charges
Date of hire	100%
1 – 5 days	50%
6 – 14 days	25%
14 – 28 days	10%
28 days or more	None

Please note that any costs relating to accommodation, meals and theatre tickets which have been purchased by us at the request of the hirer will be charged to the hirer plus any administration charges incurred by the Company

Cancellation due to inclement weather conditions will be charged as per our standard policy

Theatre tickets or other ancillary services such as parking once purchased are not returnable and must be paid in full.

9. Surcharges

On rare occasion, supply costs may increase sharply impacting on our ability to operate at the original cost of hire.

In these instances, providing that there are 30 days prior to the departure date, we reserve the right to pass on increases in the cost of fuel taxes imposed by Governments of the UK and of other countries to be visited during the journey, road tolls and foreign currency.

On notification of such surcharges, you may cancel the booking subject to the scale of our cancellation charges shown in point 8 of these terms. Our liability will be limited to the cost of the hire and ancillary services provided.

Notification of Fuel Surcharge

Roberts Travel Group reserve the right to implement an extra charge if fuel prices significantly increase before your date of departure. In this event you will be notified well in advance of your departure date

10. Cancellation of your hire by the Company

We will not cancel your coach prior to departure unless:

- The hirer has not complied with agreed credit terms
- The coach hire is influenced by events beyond our control such as war or threat of war riots, civil strife, industrial action, natural disasters, fire epidemics, bad weather, technical problems with transport, the closure of airports or ports, terrorist activities, Government action or other similar events.
- Previously undisclosed information is received about the nature of the hire which in our opinion may result in possible damage or injury to our property, employees, or reputation

11. Airport Departures

We understand that flights are sometimes delayed, and so our drivers will wait for up to 2 hours at the Airport (at the agreed boarding point) providing the delay does not exceed the legal driving hours. Please note that the delay will incur an extra cost of £75 per hour to account for the extended length of hire of the vehicle.

12. Late Night Club and Pub Transport

For late night club and pub transportation such as student events, or hen/stag party evening events we'll take an additional deposit of **£100.00** at the time of booking should any additional cleaning be needed after the coach has returned to our depot. Please be assured that the deposit is refundable should there be no additional cleaning services required.

13. Drivers Qualifications

We are proud of our driving team who hold all the necessary qualifications and drive to the high standard we expect here at Roberts Travel Group. All private hire drivers hold the following qualifications:

- Enhanced Criminal Records Bureau checked
- Full PCV license checked every 3 months
- Trained internally for DCPC (*Drivers certificate of professional competence)
- Our drivers will always be in uniform, and have a high level of customer service

14. Driver Conduct and Safety

The safety of our passengers and drivers is our number one priority. All of our vehicles are fitted with a tachograph which records the speed of the vehicle at all times, and our drivers undergo random alcohol testing to ensure they are compliant with our zero-tolerance policy.

15. Passenger Onboard Conduct

We want to get you safely to your destination and ensure the safety and enjoyment of all passengers. We kindly request you to respect the following onboard regulations during travel:

- Strictly no smoking or vaping on board any of our vehicles
- All passengers must remain in their seats wearing their seatbelt while the vehicle is in motion
- We do not tolerate any abusive or threatening behavior towards our driving team or other passengers on the vehicle. Such behavior may result in the passenger (s) being asked to leave the vehicle in consideration of our staff and other passengers

16. The Consumption of Alcohol

Strictly no alcohol is to be consumed on board without prior consent, we reserve the right to ask for a £100.00 deposit to cover additional cleaning should such permission be granted.

Please note that no alcohol is to be consumed or carried on the vehicle for football and other specific sporting events as per the Traffic Commissioners guidelines.

17. Lost Property

Please note that we do not accept any responsibility for loss or damage to property on board our vehicles. If you have travelled with us and have left an item of property, please call our office on 01530 817444 (9am – 5pm Mon-Friday / 9am – 2pm Sat) and a member of our team will assist by checking our lost property department. All items left on vehicles will be stored securely in our lost property department at our depot. Our team will only hold lost property items for 28 days, if we haven't been contacted regarding the lost items these will be disposed of. Please note it is the passenger's responsibility to collect or arrange a courier to collect the lost items.

18. Luggage

If you are travelling onboard a Roberts Travel Group vehicle with luggage, please ensure your luggage is labelled and any 'oversized' or excessive volume of luggage is pre agreed prior to travel

19. Breakdown and Delay

We give our advice on journey time in good faith, however, as a result of breakdown or traffic congestion or other events beyond our reasonable control journeys may take longer than predicted. In these circumstances we will not be liable for any loss or inconvenience suffered by the hirer as a result of the late arrival.

20. Vehicle and Capacity

We will at the time of booking agree and specify the legal seating capacity of the coach. The hirer must not load the coach beyond its stated capacity.

- We reserve the right to provide a larger coach than the one specified at no additional charge unless any extra seats are used in which case an additional pro rata charge will be added to the hire charge.
- We reserve the right to substitute another coach (including those of other operators) or ancillary facilities for all or part of the hiring subject to such substitutes being of at least equivalent quality

21. Complaints

We pride ourselves on the high standard of service we deliver for our customers, however if you are not satisfied with the level of service and would like to share feedback with us, please follow the below process:

- As a first point of call, please talk to your driver once the vehicle is stationary. Our drivers are often able to rectify issues and are supported by our 24/7 operational team
- Should you still wish to bring matters to our attention, please provide written feedback to our sales team on sales@robertstravelgroup.co.uk and we'll respond within 48 hours of receiving your correspondence

22. Conveyance of Animals

No animals other than guide dogs or assistance dogs may be carried on our vehicles without prior written consent.