



Ridleys Coaches Limited
Stratford Road
Warwick
CV34 6RA
01926 430130

enquiries@ridleyscoaches.co.uk

Terms & Conditions

TERMS AND CONDITIONS OF COACH HIRE WITH RIDLEYS COACHES

These are the terms and conditions of hire of any vehicle trading under Ridleys Coaches Ltd (hereafter called 'the company'). They form the basis under which the company agrees to hire any vehicle to a customer (hereafter called 'the hirer').

- The company estimates the length of the journey in good faith. However, as a result of breakdown, traffic congestion or any other event beyond the companies' control, the journey may take longer than advised and under those circumstances the company will not be liable for any loss or inconvenience suffered by the hirer as a result.
- Should the vehicle be taken on a longer distance, or detained longer than the hirer expressed and was contracted for, then the company reserve the right to make additional charges as appropriate.
- The company is not responsible and will not accept liability for any loss, damage or injury to a passenger entering or leaving the vehicle or leaving their seat whilst the vehicle is in motion.
- The company does not accept liability for any items or personal belongings of the hirer left on the vehicle.
- We will take reasonable care of your luggage, and we will only be liable for any loss of or damage to your luggage caused by our negligence. Our maximum liability to you for any loss of or damage to your luggage, whether for breach of contract, breach of any duty of care in relation to the luggage, our negligence, or any deliberate or negligent acts of any of our employees, agents or representatives, shall be limited to £500 for all such loss or damage. You should insure your luggage, especially if you are carrying valuable items, with reputable insurers against all usual and normal risks of loss or damage, to the full replacement value of the luggage, with no excess.
- The company reserves the right to send an alternative vehicle at any time providing vehicle does not have less than the number of seats requested at the time of booking.
- The company reserves the right to use other operators, vehicles and drivers should the need arise.



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- The balance of hire must be paid 14 days prior to travel unless otherwise agreed by the company. The company reserves the right to cancel any booking where payment has not been received within the stated time.
- No passengers will be carried in excess of the seating capacity on a vehicle.
- Seatbelts must be worn at all times.
- Carrying and the consumption of alcohol in the seating area of the vehicle is strictly forbidden unless agreed with management prior to travel.
- No smoking is allowed on any vehicle.
- Should any passenger soil any vehicle due to alcohol consumption, the company reserve the right to charge a fee of £100 towards the cleaning costs of the vehicle.
- If the hirer requires collection from an airport/ferry port, the vehicle will wait for 60 minutes at no extra charge. Delays longer than 60 minutes will result in an extra charge being made to the hirer.
- Cancellation charges: Private Hire
 - More than 14 days prior to travel – no charge will be made, if full payment has been made the client will receive a refund, less a £50.00 administration fee.
 - Less than 14 days prior to travel the full charge will be due.
 - Cancellation charges: Tour - Cancellations made less than 28 days prior to travel will incur charges unless expressed differently in writing.
- Acceptance of a quotation provided by Ridleys Coaches Ltd. implies acceptance of the above terms and conditions