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Private Hire Terms and Conditions 2024

These are the conditions of hire of Countrywide Coaches Limited (hereinafter called the company). They form the basis of the contract under which the company agrees to hire its vehicles to the customer (hereinafter call 'the hirer').

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. In the event of a breakdown we will either repair or send a replacement vehicle (which ever is the most time effective option). This may mean subcontracting to another reputable operator. In the event of a breakdown whilst hiring one of our 'Vintage Buses' we may be unable to send a replacement bus of the same year and style. For example, if there is a breakdown we may be left with no option but to send a modern coach as an alternative vehicle to continue travel, although we will endeavour to send a similar style where possible

Loss or Damage to Personal Property and Liability for Injury

The company will not be responsible for any damage to, or loss of any personal property left in vehicles. The company will not accept any liability for damage, injury or loss by any passenger standing up or walking on the vehicle whilst in motion, nor any passengers who are not wearing a seatbelt whilst travelling on a coach with seatbelts fitted.

Payment Terms

A non-refundable 50% deposit is required upon booking for private hire with the full balance of the hire charge is payable two weeks prior to the date of hire, unless other payment terms are imposed as stated on the quotation documentation. (The company reserves the right to decline to execute any work when the foregoing condition has not been adhered to, in which case the deposit becomes forfeitable by the hirer to the company.) Bookings of our pre-planned day trips have terms of full payment upon booking and are non refundable.

Passenger Capacity and Seat Belts

No passenger may be carried in excess of the seating capacity of the vehicle and passengers should wear the seat belts provided at all times. Please note that our vintage buses do not have seatbelts due to their age.

Drivers Hours Regulations

The hirer undertakes to abide by all statutory requirements and regulations which may in any way affect the journey or itinerary in question. Drivers are familiar with these regulations however they will conform to any reasonable request made by members of the party. Drivers hours and rest periods are regulated by law and must be complied with. The company will quote and agree a booking with these regulations in mind, and the customer **must** adhere to the times which have been booked and confirmed. It is down to the drivers' discretion if he/she will wait additional time for passengers past the agreed time of departure.

Cancellation by the Hirer

The company reserves the right to charge a cancellation fee on a sliding scale as follows:

- Prior to 30 days of departure – 20% of Total Hire Charge
- 30-15 days before departure - 45% of Total Hire Charge.
- 15-7 days before departure - 60% of Total Hire Charge.
- Within 7 Days of departure - 100% of Hire Charge.

Cancellation by the Company

The company (Countrywide Coaches) reserves the right to cancel any booking at any time for any reason. However, the company will ensure the customers are notified as early as possible. All monies paid to the company by the customer will be refunded should the company cancel the trip, and following this will be exempt from any further liability. An example of cancellation of bookings by the company would include extreme weather.

Food & Drink, including Consumption of Alcohol and Smoking

Consumption and or carrying of alcohol in the passenger compartment of company vehicles is strictly forbidden. Please take litter with you, and should any spillages occur which cause damage to the vehicle, the customer will be liable. Smoking, including E Cigarettes and Vapour is strictly forbidden on our vehicles. Chewing Gum is not allowed on our vehicles due to an increased difficulty in removing from the floor and seats.

Threatening Behaviour

Our drivers and employees do not tolerate any violence, abusive or threatening behaviour. If necessary, we have the right to refuse to carry passengers who we feel violate this towards the employees of Countrywide Coaches or indeed towards other passengers on the vehicle

Returnable Additional Deposits

The company reserves the right to insist upon a returnable additional deposit being provided when necessary by the hirer in addition to the hire charge. This deposit will be returned to the hirer following completion of the hire provided that no additional expenses were incurred by the company which were a direct result of the hirers, or his passengers' actions.

Passengers with Additional Needs

We have coaches to accommodate wheelchair users however we can't guarantee the space will be available as it is a first come first serve basis. We are able to accommodate wheelchairs, walking aids and push chairs in the coach lockers but these will need to be dismantled by the customer. Please note that our 'Vintage buses' are unable to accommodate wheelchair users or large walking aids and prams due to lack of storage space and disabled access lifts due to their age.

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 originally booking. (e.g.: vandalism, vomit, late departures or additional drop offs)

Complaints

In the event of 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. If this has not provided a remedy, complaints should be submitted in writing and within 14 days of the termination of the hire. No correspondence will be entered into unless we are notified within the time specified. Contact our Private Hire Manager on 01494 240090.

Please sign below and return with payment to confirm your booking

Signature of Client _____ Date _____