

# APPLEBYS COACHES

## HIRE TERMS & CONDITIONS

### 1. APPLICATION

These hire Terms & Conditions relate to any coach hired from LF Bowen Ltd T/A Applebys Coaches and apply whether a contract has been made verbally or in writing.

The hirer acts on behalf of all the passengers travelling on our vehicle(s). 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.

If the hirer is not going to travel with the party, a representative must be chosen and the company informed prior to the hire taking place. Applebys Coaches will only accept instructions from the hirer or their nominated representative.

Where a copy of these conditions has been given to the hirer at any time, or the hirer has been advised verbally of all significant terms, making a booking will be deemed to signify acceptance of them. Where a hirer makes a booking before receiving these conditions and without being advised verbally of all significant terms, the hirer may cancel the contract without liability to the operator within 48 hours of receiving these conditions. Otherwise the hirer will be deemed to accept these conditions.

### 2. QUOTATIONS

Quotations are given on the basis of the 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 confirmation.

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 specified.

Quotations are given for coach and driver only. Any additional charges will be separately identified and will be the hirer's responsibility unless otherwise specified.

### 3. USE OF VEHICLE

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

### 4. ROUTE & TIME VARIATIONS

The company reserves the right to levy additional charges for additional mileage or time to that agreed. The charges will be pro rata to the total coach hire charge.

The vehicle will depart at the times agreed by the hirer, and it is the responsibility of the hirer to account for all passengers at those times. The company will not accept liability for any losses incurred by passengers who fail to follow instructions given by the hirer.

It is the responsibility of the hirer to advise the company of any delay, alteration or cancellation to other modes of transport to which their coach hire relates, eg: flight/ferry times. In the event of a hire collecting from airport/ferry terminal additional waiting time may be charged for. In the event of a major delay where another complete journey has to be made an additional hire charge will apply.

### 5. DRIVERS' HOURS

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. The calculation of any additional costs will be as in condition 4.

### 6. SEATING CAPACITY

The company will, at the time of booking, agree and specify the legal seating capacity of the vehicle to be supplied. The hirer must not load the vehicle beyond this capacity.

### 7. SEATBELTS

From 18 September 2006, EU Directive 2003/20/EC came into force making it mandatory for all passengers to wear a seatbelt when seated and the vehicle is in motion.

It is the responsibility of the individual to wear his/her seatbelt and the Company will not accept liability for any fines incurred as a result of non-compliance by passengers.

### 8. CHILD RESTRAINT SEATS ON COACHES

We would advise that coach seats are not designed to take the fittings on child restraint seats. We would recommend that if a child is too young or too small to sit strapped into a coach seat of their own, that they instead, sit on their parent or guardian's lap. However in this case the seat belt must be strapped around the adult only, not the child. This is to ensure the child is not crushed against the seat belt by the adult in the event of the vehicle stopping sharply. (Full details available on request)

### 9. CONVEYANCE OF ANIMALS

On a private hire, no animals (other than guide dogs and hearing dogs, notified to the company in advance) may be carried on any vehicle without prior written agreement from the company.

### 10. CONFIRMATION

Normally written confirmation by the company is the only basis for the acceptance of a hiring or for a subsequent alteration to its terms.

### 11. PAYMENT

Any deposit requested must be paid by the date stated, and payment in full must be made 14 days before the start of the hire unless otherwise agreed by the company. The company reserves the right to add interest at the rate of 2% per annum above the base rate of Barclays Bank, calculated on a daily basis from the date by which payment should have been made.

Credit card payments will incur a 2.5% surcharge.

### 12. CANCELLATION BY HIRER

a) If the hirer wishes to cancel any agreement, the following scale of charges will apply in relation to the total hire charge:

10 days or more	None
6-9 days	10% of hire
3-5 days	25% of hire
1-2 days	50% of hire
Day of hire before arrival of coach at departure point	Minimum 85% of hire
At or after arrival of coach at departure point	100% of hire

b) The cost of accommodation, meals and entrance tickets which have already been purchased by the company at the request of the hirer, will be charged to the hirer, plus any administration charges incurred by Applebys Coaches.

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

d) Theatre/Concert tickets\* once purchased are not returnable and must be paid for in full. (\* or other such ancillary service)

e) We advise the hirer to establish if additional insurance cover may be required to protect themselves as events organiser(s).

### 13. CANCELLATION BY THE COMPANY

In the event of any emergency, riot, civil commotion, strike, lock out, stoppage or restraint of labour or on the happening of any event over which the company has no control (including adverse weather and road conditions) or in the event of the hirer taking any action to vary agreed conditions unilaterally, the company may, by returning all monies paid and without further or other liability, cancel the contract.

#### **14. VEHICLE TO BE PROVIDED**

a) The company reserves the right to provide a larger vehicle than that specified at no additional charge, unless any extra seats are used, in which case an additional pro rata charge will be made to the hire charge.

b) The company reserves the right to substitute another vehicle (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.

#### **15. 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.

#### **16. AGENCY AGREEMENTS**

Where the company hires in vehicles from other operators at the request of the hirer and where the company arranges ancillary facilities such as meals, accommodation, ferries, admission tickets or any other services provided by another supplier, it does so as agent for and on behalf of the hirer. Any terms and conditions imposed by such other suppliers through the company shall, insofar as they are supplied to the hirer, be binding on the hirer as if he had directly contracted such services and the hirer shall indemnify the company against any loss, claim, damage or award in respect of a breach of such supplier's terms and conditions brought about by the hirer's action.

#### **17. PACKAGE TRAVEL REGULATIONS**

If the hirer organises other elements of a package in addition to the provision of transport, the hirer may be defined as an 'organiser' or a 'retailer' for the purposes of the Package Travel, Package Holidays, and Package Tours Regulations 1992 and as such may be required to comply with the provisions of those Regulations.

In this instance, the company cannot accept any liability that may be incurred for losses or damage that it would otherwise accept under the terms of those Regulations.

The hirer accepts responsibility for establishing whether they are so defined, and the company cannot accept liability for loss or damage incurred that should have been the responsibility of the hirer if the hirer was legally defined organiser or retailer.

Where the company agrees to act as an organiser or retailer, it will issue separate conditions of trading relating to its liabilities and responsibilities under the Regulations.

#### **18. PASSENGERS PROPERTY**

a) All vehicles hired by the company are subject to restrictions on carrying luggage for statutory safety reasons. The hirer accepts that the driver shall be the sole judge as to whether and to what extent passengers' property is carried. 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. It is the hirer's responsibility to minimise risk of loss when property is left unattended, but in any event Applebys Coaches will not accept liability for loss or damage of or to any article placed or carried on its vehicles.

c) All articles of lost property recovered from the vehicle shall 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.

#### **19. 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 Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990. These regulations set out certain rights and responsibilities on all parties, and full details of these can be

obtained from the company on request. The hirer is responsible for any damage caused to the vehicle by any passenger for the duration of the hire.

b) The hirer will be responsible for the cost of any extraordinary cleaning of the coach interior arising from the journey. Excessive cleaning charged at £50.00 per hour (chewing gum, food stains, grease, mud, vomit etc). A deposit may be required to cover any cleaning or damage.

c) Where the hire is to a sporting event, the hirer should be aware of the legal requirements relating to alcohol, contained in the Sporting Events (Control of Alcohol) Act 1985, (as amended) and the conditions of entry to race courses as laid down by the Race Course Association Ltd. The company will provide details of these restrictions on request.

#### **20. 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 date of the hire. The company will acknowledge all complaints within 5 working days with an aim to resolve the complaint within 21 days of it being made.

#### **21. NOTICES**

No bill, poster or notice is to be displayed on any vehicle without written consent of the company.

#### **22. REFRESHMENTS & ALCOHOLIC DRINKS**

Other than a vehicle fitted expressly for that purpose, food (except confectionary) and drink (including alcoholic beverages) may not be consumed on the vehicle without prior written consent from the company.

#### **23. SMOKING**

Smoking on board of any of the company's coaches is totally prohibited.

#### **24. VIDEOS/DVDS**

Where specified, the company shall supply a vehicle equipped with a video/DVD player. However, to comply with The Copyright, Design and Patents Act 1988, the company will NOT supply any video cassettes/DVDs under any circumstances. Any hirer wishing to show a video/DVD must hire their own film, suitable for their own party (adult films not permitted) and hire a film from Film Bank (who can be contacted on tel: 0207 984 5950 or www.filmbank.co.uk), or otherwise be able to demonstrate to the company that the material to be shown is properly licenced for public showing. The only exception to this is where the hirer controls the copyright over what is to be shown, eg: such as a promotional or safety video.

#### **25. SURCHARGES**

Once a confirmation has been issued to the hirer, providing there are 30 days prior to the departure date, the company reserves the right to pass on increases in the cost of fuel, taxes imposed by the Governments of the UK and of other countries to be visited during the journey, road tolls, and foreign currency. **No surcharges will be levied within 30 days of departure.** On notification of such surcharges, the hirer may cancel the booking subject to the scale of cancellation charges shown in paragraph 11. The liability of the Company will be limited to the cost of the hire and any ancillary services supplied.

#### **26. GUILD OF BRITISH COACH OPERATORS**

As a member of The Guild of British Coach Operators, Applebys Coaches adheres to the 'Members Guarantee' and the 'Code of Minimum Standards' as laid down by the Guild. Copies of both documents can be obtained from the company.