



info@bartoncoachcompany.com

TERMS & CONDITIONS OF HIRE

1. Payments:

All **Private Hires** - A minimum deposit of £50 is required per vehicle up to 16 seats and £100 per vehicle of 24 seats and above (this is non-refundable). The balance must be paid in full two days prior to the date of hire. Cheques cannot be accepted within 7 days of the date of hire. No reminders will be sent out.

2. Cancellation of Private hires:

Any deposit paid towards the securing of a vehicle for private hire, is nonrefundable in the event that you need to cancel within seven working days of the date of hire. **Within 24 hours** - A cancellation charge of 75% of booking price will be retained. **The Company reserves the right to cancel any booking giving the customer 48 hours notice and a full deposit refund.**

3. Guarantee of Travel:

Whilst we make every effort to operate the hire, we are unable to accept any responsibility for any expense, loss or inconvenience caused to anyone should the service be cancelled.

4. Hire Confirmation:

Customers should inspect their confirmation documents at the time of booking/purchase to verify that the date, destination, pick-up point and amount charged are correct.

5. Transportation of Animals:

With the exception of guide dogs, which can be carried on all services, animals may not be carried unless by special arrangement with the Company. We do, however, appreciate advance notification if a guide dog is to be carried.

6. Refunds:

Refunds can only be made at the discretion of the Company.

7. Contact: It is essential that you provide a mobile contact number to the office when making your booking. If the office tries to contact you in the event of an emergency but are unsuccessful for whatever reason, any liability will be withdrawn.

8. Alcohol consumption:

It is not permitted to consume alcohol inside the Company's vehicles on any hires.

9. Wheelchair users:

Wheelchair users must ensure that they have a Carer/Adult with them who can assist with the loading/unloading of the wheelchair and to look after the wheelchair user throughout the day. Upon request the company can supply a Passenger Assistant at an additional cost to the hire.

10. Smoking:

Smoking is not permitted on any vehicle.

11. Website:

The information on our website and in any of our literature is published in good faith and believed to be correct at the time of advertising.

12. Behaviour on our vehicles:

The Company will not tolerate any behaviour that prejudices the safety, comfort or wellbeing of any passenger. Should a situation arise where person/s behaviour comes to the attention of our Driver, we reserve the right to evict the person(s) from the coach or, contact the Police to intervene. In such an event the Company will not be responsible, under any circumstances, for the individual(s) safety on the onward journey.

13. Late Departures & Returns: Private Hires

The Company reserves the right to make an additional charge in the event that a coach is late in leaving at its scheduled departure or return time. The rates applicable will be dependent upon the date, time of day and the size of the vehicle.

14. Minibus/Coach/Double Decker Bus valeting:

The Company reserves the right to charge an additional £75 (minibus/single deck coach) and £100 (double deck coach) in the event that the coach is left beyond a reasonable state of tidiness at the end of the hire. Bags will be provided for disposal of rubbish but the organiser must also make sure that they have their own bags and they collect rubbish at the end of the hire. We can dispose of the bags safely.

15. Eating and drinking (soft drinks):

This is only permitted with the drivers' approval and on agreement that certain conditions will apply.

16. Personal Items:

Passengers are responsible for all personal items taken on board the coach and it is strongly recommended that you do not leave any valuable items unattended. Barton Coach Company does not accept any liability for any loss or damage to passengers' property.

17. Comments :

If you have any comments regarding the service provided by Barton Coach Company, you should provide details in writing or email to our Head Office at *Yard 2 Barton Industrial Estate Faldo Road Barton-Le-Clay Bedfordshire MK45 4RP* (info@bartoncoachcompany.com) within five working days of the booking. If a problem occurs on a journey, then the driver should be alerted at the time so that, if possible, the problem may be addressed immediately.

Thank you