



### Terms and Conditions- Private Hire

1) Cancellation of bookings – The following charges apply for cancellations of bookings:- 0-7 days - 0% refund, 7-30 days - 50% refund.

2) Confirmed bookings for June and July, which is our busiest period – no refund. Bookings may be transferred to an alternative date (at the Company's discretion – subject to availability)

3) Parking fees where applicable are additional to the price quoted unless otherwise stated. It is the responsibility of customers to source any parking fee either prior to the trip or on the day where necessary.

4) Where the booking is changed or cancelled by reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised. These circumstances, which we call force majeure, include, but are not limited to, war or threat of war, riot, civil strife, terrorist activity, industrial disputes, fire, quarantine, epidemic or health risks, government advice, natural or nuclear disasters, port and terminal closures and adverse weather conditions may be subject to charges.

5) The driver has the right to leave the destination 30 minutes after the departure time, late departures from destination will be subject to additional charges. For airport departures, the coach will wait up to 2 hours after which additional charges may apply will be charged which must be paid before departure. This is subject to driver's hours not being exceeded on the original coach – if this is the case then we will have to dispatch another driver and possible coach which may incur extra charges.

6) Acklams Coaches are not responsible for reimbursing any costs incurred due to a late arrival at a destination. If the company gives its advice on journey times this is in good faith, but in today's conditions does not guarantee the completion of any journey at a specific time and will not be liable for loss or inconvenience caused by any traffic delay or breakdown.

- 7) Please note that where a 'to-fit' price is given, we are unable to inform you of your coach Allocations. A 'to-fit' price is the most economical option for yourself, but this is where we guarantee your passenger numbers not coach size/allocation.
- 8) All vehicles have a NO SMOKING policy on board.
- 9) All passengers must ensure that they have appropriate travel insurance as we will not be held responsible for lost/damaged luggage.
- 10) Acklams Coaches take no responsibility for lost property or articles left on the coach as they are done so at the owner's risk, any unclaimed items will be disposed of after four weeks.
- 11) All items of luggage must be clearly labelled with contact details.
- 12) For European work, prices quoted are approximate until we are in receipt of the full itinerary.
- 13) May we remind customers of legal restrictions on imports on European work as per Customs & Excise Regulations. It is the customer's responsibility to adhere to these and failure to do so, will result in any costs incurred being passed to the lead name on the booking.
- 14) For tour work (UK or Europe), a local excursion is deemed to be anything within a 50k/30 mile radius per day for UK and 100k/60 mile radius for Europe.
- 15) All passengers must remain seated in the correct position throughout the journey with their seatbelt on. Any passenger not adhering to this will compromise any possible claim for personal injury. All personal items are carried at owner's risk - it is your responsibility to ensure that your items are secure.
- 16) The organiser will be liable for the cost of damage sustained to the coach by any member of their party.
- 17) Coaches must be left in a satisfactory condition.
- 18) If you have a complaint during your trip, you should tell the driver/representative at the earliest opportunity so that they can do their utmost to resolve the problem immediately. If they are unable to resolve the problem to your satisfaction, please forward any complaints/grievances in writing to the Managing Director or Operations Manager.

ON RECEIPT OF WRITTEN CONFIRMATION, YOU HAVE

ACKNOWLEDGED AND ACCEPTED OUR TERMS & CONDITIONS

CONTACT TELEPHONE NUMBER FOR EXTREME EMERGENCIES ONLY 01482 887666