

## Conditions of carriage



By booking any services with Coachpoint Ltd it is agreed that the terms of the booking are as follows. The agreement is made between the hirer & coachpoint Ltd.

### **Quotations – General:**

We base our quotations on information given to us. If this information is inaccurate & subsequent changes occur then this may affect the price quoted.

Quotations are valid at the time of quotation, but are not a guarantee that a vehicle has been reserved. While we endeavour to fulfil all quotations should they be required as bookings, we recommend confirming as soon as possible after the quotation has been sent to ensure availability.

### **Special requirements:**

Should there be any special requirements (multiple pickups, specific drop-off locations, passengers with special requirements) it is the responsibility of the hirer to ensure that these are disclosed at the time of booking so they can be accommodated where possible.

### **Booking – General:**

The services we provide are based on information supplied by the customer. Confirmation will be given in writing at the time of booking & it is the responsibility of the hirer to ensure that this information is correct. Failure to check this information for accuracy may lead to the coach turning up at the wrong time, date or location – which in this event will be deemed to be the responsibility of the hirer & the full price may be charged accordingly.

### **Parking charges, road tolls, ferries and sundries:**

It is the responsibility of the hirer to pay parking charges or organise parking during the course of the hire. Coachpoint Ltd will advise at the time of booking where possible if parking is going to be a significant additional charge, but this information is not always available to the company. At the drivers' discretion, some smaller parking fee may be absorbed – for example street-side parking in city centres; event specific parking which must be pre-booked (for example but not limited to Royal Ascot, Twickenham, Christmas Markets) will always be the responsibility of the hirer.

Ferry, Eurotunnel & Airport Pickup charges will always be the responsibility of the hirer unless otherwise discussed.

Road tolls such as London zone charges will be charged to the hirer from April 2019 onwards, which will be advised in bookings.

### **Invoices & Payments:**

While we do not charge a deposit, we do request that bookings are paid for in full 7 days before departure. Failure to meet this requirement may result in reservations being cancelled, & in some cases this may mean that there is no longer any availability to re-book should this be required.

Should the invoice not be paid for whatever reason after the coach hire has taken place, we reserve the right to charge late payment fees (within reason) as permitted by law.



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### **Cancellation charges:**

Should the hirer wish to cancel a booking the following fees may apply:

- 14 days or above = no charge
- 2-13 days = 50 flat cancellation fee
- 2 days or less = 50% of invoice payable
- On the day = 100% of invoice payable

Cancellations must be made by the hirer, in writing.

### **Safety:**

The driver is the representative of coachpoint Ltd who will be delivering the services booked. As well as delivering the service, the driver is also responsible for the passengers' safety whilst on the vehicle & as such instructions given by the driver must be followed.

Lap seat belts are fitted to all seats in all coaches and are inspected daily. It is compulsory that they are worn by all passengers at all times, to comply with road traffic regulations. Should a passenger be injured in an accident and sustain injuries as a result of not wearing a seatbelt, then any entitlement to compensation can be reduced.

### **Breakdown procedure:**

In the unlikely event of a breakdown, the first priority of coachpoint Ltd is the safety of the staff and any passengers. Once this has been satisfied, the priority is to continue safely to the destination as quickly and efficiently as possible. We operate a five stage breakdown plan as follows, depending on the nature & location of the specific issue:

- Pre-emptively maintain vehicles to reduce risk of breakdown.
- In the event of a breakdown the first thing a driver must do is notify the traffic office.
- If a vehicle breaks down, most of our drivers have basic mechanical training, equipment is available on the vehicles to facilitate this should it be necessary.
- Technicians can be sent out from our breakdown contractor to ensure the vehicle is repaired as quickly as possible.
- Replacement vehicles can be sent out either from our own depot or sub-contracted from other nearby operators subject to location and availability.

In the event of a breakdown, the instructions of the driver should be followed including but not limited to disembarking the coach if requested.

### **Sub-contracted hires:**

It is the nature of the coach industry that sometimes work is sub-contracted between operators to provide efficiency. While we endeavour to ensure that all our bookings are undertaken with our own vehicles, on rare occasions this is not possible. In these instances, although the passenger contract remains with Coachpoint Ltd – all liabilities (insurance etc) pass to the sub-contracted operator.

Coachpoint Ltd performs full & regular checks into any operator we use to sub-contract to ensure that all liabilities insurances match or exceed our own & that all operators licensing is compliant to regulations.

### **Personal property:**

Coachpoint Ltd bears no responsibility for any personal belongings either brought on the coach or left in the lockers underneath the coach, except when company negligence can be proven & claims are met via the proper insurance providers.

Any lost property will be stored by us for up to 3 months & it is the responsibility of the owner to collect this from the company depot, located at Cody Technology Park, Farnborough.



Registered company in England and Wales number 9988125

**Registered Office - 1, Chetwode Place, Aldershot, Hants, GU12 4BS**

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### **Delays and traffic:**

The company will endeavour to ensure that all coaches arrive for pickups at the agreed time; however, the company does not accept any responsibility for failing to keep to time where delays are beyond its control; for example, extraordinary traffic or extreme weather.

At the time of booking, the company shall advise the hirer if there appears to be any issue with timings allocated for a particular booking.

Drivers must legally obey the EU Drivers' hours regulations at all times, even when this is caused by unplanned delays at the time of the hire.

It is the responsibility of the hirer to ensure that all members of the party are at the pickup location on time & that the vehicle departs promptly; any delays to the departure from this point are deemed to be the responsibility of the hirer.

Should the hirer have any concerns with anything happening during the hire – whether it be time or passenger related – the hirer should make the driver immediately aware.

If any details of the hire are changed during the process of the hire, for example – additional pickups or a change in destination – extra costs may be incurred which shall be charged after completion.

Coachpoint Ltd does not take any responsibility for any costs incurred as a result of any delays of any service we provide, including but not limited to onward travel & event tickets.

### **Vehicle Damage:**

Coachpoint Ltd reserve the right to charge for any damage to the vehicles related to the behaviour of the passengers, which is deemed to be the responsibility of the hirer.

This is including (but not limited to) food and drink spills, chewing gum removal (£10 cleaning charge per incident), alcohol induced vomiting (£75 cleaning charge per incident) and appropriate repair charges for any other damage caused during the hire.

### **Transporting of animals:**

Animals may be transported at the drivers' discretion, subject to any other passengers travelling having any objections. Any mess created by any animal will be chargeable to the hirer as per above.

### **Luggage:**

Coachpoint Ltd does provide vehicles with luggage facilities. This is based on a maximum of 1\*10kg suitcase per passenger. Excessive luggage will not be able to be carried on our vehicles. Should the hirer be aware in advance that excessive luggage room may be required (for example for travelling orchestras and musical instruments), we are able to facilitate additional luggage transport vans – provided the company is notified at the time of booking.

### **Vehicle Facilities:**

The company will make every effort to ensure that requests for certain vehicle features (for example air conditioning, toilet, microphone) are complied with; in some rare circumstances beyond our control this may not always be possible & we reserve the right to substitute with the most appropriate vehicles where possible.



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