

INTERCOACH TERMS AND CONDITIONS:

Upon booking with us, whether this is confirmed with a security deposit or the full balance, you agree to our terms and conditions set out below.

Cancellation Policy

- Cancellation must always be made in writing.
- Cancellation 14 days prior to date of travel will incur no fee.
- Cancellation 13 days or less prior to date of travel will result in a 50% charge of total hire fee. Payment must be made on date of cancellation, subject to terms of trade.

Provision of Coach Service

- The Company maintains the right to define the route taken by any vehicle, unless specifically agreed prior to the start of the journey.
- The Company's drivers maintain the final decision upon the route taken by the vehicle, with full consideration for the safety and wellbeing of his/her passengers.
- The Company takes every precaution to meet pick-up and set-down deadlines but is indemnified by the Agent or Client in the event of delays which are out of the Company's control.
- The hirer cannot assume use of the vehicle between outward and return journeys, nor to remain at the destination for the hirer's use unless this has been agreed with the Company in advance.
- Clients' representatives, guides, tour leader or escorts undertake the responsibility at their own risk and must indemnify the Company against service failure.
- Representatives must be qualified and competent to represent the Agent or Clients.
- Representatives must be dressed in accordance with the Clients instructions and/or passenger 'type'.
- Representatives must be insured by the Clients and indemnify the Company thereof.
- Representatives' jurisdiction cannot in any way impinge upon the safety of the vehicle.
- Representatives on a part-time basis must meet all the normal requirements for full-time representatives.
- Representatives using Company equipment on the vehicles are obliged to return the equipment without damage and in full working order.
- Representatives meeting vehicles are wholly responsible for liaison according to the contract terms.
- Representatives must accept as final, such decisions by the driver, which are in accordance with the Road Traffic Act and Passengers Safety and reflect the best possible route.

- 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. An additional waiting time is considered to be an 'extra', whereby an additional charge will be levied on to the hirer.

Safety

All safety measures are taken in accordance with the Road Traffic Act and Industry Regulations. Emergency procedures are outlined by notice on each vehicle – passengers should be encouraged by the hirer to familiarise themselves with emergency exists and procedures.

Clients who contract with the Company under Agency terms may, on request, attend a preseason and familiarisation induction.

In the event of an incident or accident the driver, if able, will vacate the vehicle and ensure the passengers safety and immediately inform the Traffic Manager who will initiate a vehicle replacement if required or instruct the driver on the next course of action.

The Client Representative will, at all times, assist the driver in maintaining the passengers' safety. In the event of a vehicle breakdown, the Company maintains the obligation to replace the vehicle with a vehicle of a comparable specification.

Any specialist needs for passengers who may have a disability must be defined at the time of reservation. All liabilities relating to the assistance and well-being of disabled passengers will remain with the Client or the Client's representative. In the absence of a specific disclaimer, the acceptance of the Terms indemnifies the Company from any such claims.

Alcohol, Food and Drugs on Coaches

Under the terms of the Sporting Events (Control of Alcohol) Act 1985 the Company does not allow the consumption of alcohol whilst being carried by a Public Services Vehicle to football matches.

The Driver maintains the discretion by which any alcohol may be carried or consumed on the Company's vehicles.

In the interest of passenger safety and comfort, it is Company Policy to discourage consumption of food on the vehicles.

Other than on a vehicle fitted expressly for that purpose, food (except confectionery) and drink

(including alcoholic beverages) may not be consumed on the vehicle without prior written consent from the company.

The carriage and/or use of drugs in or on a company vehicle are not permitted at any time.