

A & A Coach Travel - Terms and Conditions of Hire

The terms and conditions set out below shall exclude all other terms and conditions, subject to any rights and liabilities imposed by statute or otherwise. Clients should note that bookings to the company are only accepted on the basis stated below.

1. The terms and conditions are incorporated into the contract between "The Company" and "The Client". They may only be altered in a written statement signed by a Director of the company.
2. Coaches are specially equipped with luggage boots and luggage may be carried in these compartments to the limit of one reasonable sized suitcase per person and this is carried at the owner's risk. Small articles are entirely under the care of the passenger.
3. No liability can be accepted for death or bodily injury howsoever caused unless such death or bodily injury is caused through our negligence and occurs whilst on, entering or dismounting from a coach owned or operated by the Company.
4. The Company accepts no liability whatsoever for expenses, loss, damage or inconvenience of any kind unless it can be proved that such damages arose through negligence of the Company, its servants or agents.
5. The Company reserves the right to substitute other vehicles and sub-contract journeys in certain circumstances.
6. The Company strongly advises that when booking continental tours all passengers who do not hold a British passport must check whether they require a Visa to enter the country or countries in mind. It is the responsibility of the client to do so and the Company cannot be held liable. If this is ignored the client runs the risk of being turned back at the port at their own expense, not that of the Company.
7. A deposit is required to confirm the booking. Balance of payment must be made to the driver before departure unless; payment terms have been alternatively agreed by our company. **In the event of your cancellation deposits are non-refundable. The Hirer is fully responsible all persons in his/her group and for any malicious damage caused to the interior of the vehicle whilst in his/her custody.** Initial payments, when booking, include the deposit, and where applicable Private Facilities, Sea View and Single Room supplements, and ferry accommodation.
8. The balance of payment must be made by the date given on our booking form. Failure to do so will be considered a breach of contract, and will result in loss of deposit and cancellation of your hire
9. Parking Charges are to be paid on the day by the hirer.
10. A £30.00 cleaning fee is payable due to sickness caused by alcohol.
11. **All vehicles are No Smoking.** Any Passengers traveling found to be smoking, will be asked to leave the Coach at the next convenient point. The Hirer will be held fully responsible for any misalliances damage i.e. cigarette burns.
12. **Departure and Arrival times must be adhered to, as the vehicle may be required by another party. The coach will wait a maximum of 15 minutes then will leave with or without the group. The company accepts no responsibility for your party been left as a direct result of not adhering to times specified.**
13. **CANCELLATION MUST BE IN WRITING** A cancellation cannot be accepted until received in writing and the relevant receipt submitted.

Cancellation charges:

Please note that if any coach is canceled within a week of its departure, a charge will be implemented as follows:

- a] 7 - 5 days = 40% b] 4 – 2 days = 75% c] Less than 2 days = 100%
14. Penalty charges will be implemented if your group returns late to the vehicle for their return journey, causing the vehicle to arrive late, as this may affect subsequent hires.
 15. Alterations to bookings after confirmation may incur administration charges.
 16. No liability will be accepted should a passenger be late at the pick-up point or cancel on the date of travel.
 17. Late payment of invoices, will incur a surcharge of £10.00 if not received by the specified date on your invoice.
 18. If you happen to have a complaint, then this must be made in writing within 7 days of your hire

Should you have any queries regarding any of the above, please contact our office before entering in to a coach hire agreement with us. Revised Jan 2005