



Terms & Conditions for Coach Private Charter

Centurion Travel Limited.



Applications

These conditions apply whether a contract has been made verbally or in writing. The hirer acts on behalf of all the passengers travelling. If the hirer is a company, group etc and individual must be named as a responsible person. The hirer is responsible for all actions and decisions of passengers on board including any additional costs incurred, whether or not they travel with the party. The company can only accept instructions from the hirer. If the hirer is not travelling a representative must be chosen and the company informed prior to hire.

Quotations

Quotations are given on the basis of information provided by the hirer. The route used is at the discretion of the company, unless particularly specified by the hirer, in which case it will be clearly shown on the confirmation.

Parking fees are additional to the price if no "Free" coach parking is available.

Use of Vehicle

The hirer cannot assume use of the vehicle between outward and return journey, nor to remain at destination for hirers use unless previously agreed with the company, in which case there may be an additional charge.

Route and Time Variation

The company reserves the right to levy additional charges for additional mileage or time than that agreed. The vehicle will depart at times agreed by the hirer, it is the responsibility of the hirer to account for all passengers at those times. The company will not accept liability for losses incurred by passengers who fail to follow hirer's instructions.

Drivers Hours

The hours of operations for the driver are regulated by law. Neither the hirer or passenger shall delay or interrupt the journey in such as way that the driver is breaching regulations. If a breach occurs the hirer is responsible for additional costs incurred. (see section 4)

Seating Capacity

At the time of booking the legal seating capacity will be specified. The hirer must not load the vehicle beyond capacity.

Conveyance of Animals

No animals (other than guide dogs notified to the company in advance) may be carried on a vehicle without prior written agreement from the company.

Confirmation

Normally, written confirmation by the company is the only basis of acceptance of a hiring or subsequent alterations.

Payment

Payment must be paid in full 2 weeks before the start of the hire unless otherwise agreed by the company or a credit facility already exists.

Cancellation by Hirer

If the hirer cancels, the following scale of charges will apply in relation to the total hire charge:

Up to 14 days	No charge
14-10 days	25% of hire
6-9 days	50% of hire
3-5 days	75% of hire
1-2 days	100% of hire

Cancellation by the Company

In the event of circumstances beyond the company's control e.g. civil unrest, strikes, police road closures, terrorist attacks etc (including adverse weather and road conditions) or in the event of the hirer taking any action varying agreed conditions unilaterally the company may, by returning all money paid and without further liability cancel the contract.

Vehicle to be Provided

The company reserves the right to provide a larger vehicle than that specified unless specifically instructed not to do so. In such circumstances no additional charges will be levied unless the extra seating is utilised. The company reserves the right to substitute another vehicle (including those of other operators) or ancillary facilities for all or part of hiring subject to substitutes being of equivalent value.

Breakdowns and Delays

The company gives its advice on journey time in good faith. However as a result of breakdown, traffic congestion or other events beyond the reasonable control of the company, journeys may take longer than expected and in those circumstances the company will not be liable for loss or inconvenience caused to the hirer.

Agency Arrangements

When the company hires in vehicles or arranges other ancillary services. The terms and conditions imposed by such other suppliers through the company shall insofar as they are supplied to the hirer be binding on the hirer as if they had been directly contracted services.

Package Travel Regulations

If the hirer organises other elements of a package in addition to the provision of transport, the hirer may be defined as an organiser or retailer for the purpose of the Package Tour Regulations and may be required to comply with the provisions of the regulations.

Passengers Property

Vehicles are subject to restrictions on carrying luggage for safety reasons. The hirer accepts that the driver shall be the sole judge as to whether or what extent passenger's property is carried. Large items may not be able to be carried and the hirer should notify the company in advance of any requirements. The company accepts personal property of the hirer and their passengers on the understanding that it will take all responsible steps to avoid loss or damage. The hirer should notify the company or the driver if items of exceptional values are to be carried. It is the hirer's responsibility to minimise risk of loss when property is left unattended.

Conduct of Passengers

The driver is responsible for the safety of the vehicle at all times, and as such may remove any passenger from the vehicle whose, behaviour prejudices safety. The hirer is responsible for any damage caused to the vehicle by any passenger for the duration of the hire. Where the hire is to a sporting event, the hirer should be aware of legal requirements relating to the alcohol and the conditions of entry to race courses etc. The company can provide details of restrictions upon request.

Complaints

In the event of complaint about the Company's services the hirer should endeavour to seek a solution at the time by seeking assistance from the driver or from the Coach Company. If this has not provided a remedy complaints should be submitted in writing and within 14 days of the termination date of the hire. The Company will acknowledge all complaints within 14 days and will normally reply fully within 28 days. See Complaints Policy on website for more details.

Notices

No bill, poster or notice is to be displayed on any vehicle without the written consent of the company.

Refreshments & Alcoholic drinks

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.

Strictly no smoking on any of the Company's coaches

Refunds

In the event of the failure of the company to provide the booked service any refund will be limited to the amount paid for the hire.

