

Terms and conditions

Please read these terms and conditions prior to confirming your booking.

1. QUOTATIONS

All quotations are given subject to the company having a suitable vehicle available at the time the hirer accepts the quotation. All quotations are valid for a period of 28 days unless otherwise stated.

2. PAYMENT

A minimum deposit of £30.00 is payable when booking and the balance is due 14 days before the date of the hire. (Unless the company has agreed to vary this condition by paying on the day to the driver)

3. CANCELLATION BY HIRER

If the hirer wishes to cancel or amend any agreement this must be confirmed in writing where possible and a fee may be charged.

4. CANCELLATION DUE TO INCLEMENT WEATHER

See above.

5. CANCELLATION BY COMPANY

In the event of an emergency or an action by the hirer to vary the agreed conditions the company may return all monies paid and without further liability cancel the contract.

6. DRIVER'S HOURS AND REST PERIODS

The Drivers hours or driving and rest periods are strictly controlled and the current regulations must be complied with.

7. SEATING CAPACITY

The maximum number of passengers allowed on the vehicle is indicated within each vehicle. There are NO standing passengers allowed. Drivers will NOT carry any extra passengers over the seating capacity of the vehicle.

8. ANIMALS

Will not be carried on any vehicle. (Except guide dogs)

9. VARIATION OF HIRE

If the vehicle is detained late by the hirer or used for a longer journey than that contracted for, the company will make an extra charge.

10. CONDUCT OF PASSENGERS

The Driver is responsible for the safety of the vehicle. Any passengers whose conduct is in breach of statutory regulations will be removed on the Drivers authority. The hirer will be responsible for all damages caused to the vehicle by passengers during the hiring.

11. PROPERTY

The Company will not accept liability for any damage or loss of any property, which belongs to any passengers and is left on a vehicle. Any articles of found property recovered from a vehicle will be held at the depot from where the vehicle is based and may be collected from there.

12. CHANGE OF VEHICLE

The Company may provide a larger vehicle than the size hired at no additional charge. The Company reserves the right to hire another coach operator to cover the hire.

13. BREAKDOWN / DELAY

The Company gives advice on journey times in good faith, but does not guarantee the completion of a journey at a specific time and will NOT be liable for inconvenience or loss caused by breakdown or delay.

14. COMPLAINTS

In the event of a complaint about our service the hirer should seek a solution at the time by seeking assistance from the driver or the company. If this has not provided a remedy, complaints should be submitted in writing within 14 days of the termination date of the hire to Walton Luxury Travel, 3 Renfrew Green, Cragston Park, Blakelaw, Newcastle upon Tyne, NE5 3TY. Complaints will be acknowledged within 14 working days and the Company will aim to resolve any complaint within 28 days of it being made.

15. RETENTION OF VEHICLE

Unless stated it should not be assumed that the vehicle will remain at the destination until time for the return journey.

16. ROUTE

The route used, unless the hirer has advised of a particular route or places to be passed en-route, will be at the discretion of the company and/or the driver.

17. ALCOHOL

Under no circumstances may alcoholic drinks be carried on or consumed upon the vehicle without express permission from the Company in writing.

18. SMOKING

For the safety and comfort of all passengers, all vehicles are non-smoking.

19. SEATBELTS

Seatbelts are fitted on all vehicles and must be worn within the vehicle whilst traveling.