

HODSONS COACHES - TERMS AND CONDITIONS

Your booking Contract with Hodsons Coaches (Clitheroe) Limited

How to make a booking

You can make a booking by telephone 01200 429220, In writing to Hodsons Coaches email info@hodsonscoaches.com, visiting our website www.hodsonscoaches.com or why not call into our booking office at Link 59 Business Park, Clitheroe.

Whichever way you contact us the contract is made when your booking has been entered onto our reservation system and we issue a confirmation of booking. This will be sent within 7 working days. Please check this confirmation very carefully to ensure all the information is correct and tell us immediately of any errors.

Party Leader

The hirer acts on behalf of all passengers travelling on vehicles. If the hirer is a company, group or partnership, an individual must be named as a responsible person. The hirer is responsible for the actions and decisions of all passengers on board including any additional costs incurred in performing the contract, whether or not they actually travel with the party.

If the hirer is not going to travel with the party, a representative must be chosen, and the company informed prior to the hire taking place. The company will only accept instructions from the hirer or their nominated representative.

Quotations

Quotations are given on the basis of the direct route and on the information provided by the hirer. The route used will be at the discretion of the company unless it has been particularly specified by the hirer in which case it will be clearly shown on confirmation. All pick ups and drop off points are to be declared at the time of the booking any additional pick up and drop off points made after the booking is confirmed will be levied to additional mileage or time to that agreed.

Use of the Time Vehicle

The hirer cannot assume the vehicle between outward and return journeys, nor that it will remain at the destination for the hirer's use unless this has been agreed with the company in advance.

Route & Time Variation

The company reserves the right to levy additional charges for additional mileage or time to that agreed. The charges will be pro rata and in accordance with the formula advised on the booking confirmation. The vehicle will depart at times agreed by the hirer, and it is the responsibility of the hirer to account for all passengers at those times. The company will not accept liability for any losses incurred by passengers who fail to follow instructions given by the hirer.

Drivers Hours

The hours of operation for the driver are regulated by the 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 drivers hours and duty time. If any breach is likely to occur, the hirer will be responsible for any additional costs incurred unless it is outside the control of the hirer. The calculation of additional costs will be pro rata and in accordance with the formula advised on the booking confirmation.

Seating Capacity

The company will at the time of booking, agree and specify the legal seating capacity of the vehicle to be supplied. The hirer must not load the vehicle beyond this capacity.

Paying for your Booking

At the time of booking your Coach you will need to pay a deposit of £50 (this can be more in some circumstances).

Deposits are Non Refundable

If you book within our balance due period you will need to pay the total cost at the time of booking.

If you do not pay the outstanding balance for your booking on or before the date when it is due we may cancel your booking and you will be required to pay cancellation charges detailed below. The date of cancellation will normally be the date you confirm in writing that you intend to cancel or 7 days after the balance due date whichever comes first.

Confirmation

Normally, written confirmation by the company is the only basis for the acceptance of a hiring or for a subsequent alteration to its terms.

The balance of the Booking is due 7 working days prior to the departure date

The payment must be paid in full 7 days prior to the departure date (so please post cheques early so they clear in time). UNLESS otherwise agreed by the company. The company reserves the right to add interest at the rate of 2% per annum above the base rate of The Royal bank of Scotland, calculated on a daily basis, from the date by which payment should have been made.

Please note your booking is not guaranteed against any increase resulting from government action, including an increase in VAT, additional bonding, devaluation of the pound sterling or increased fuel charges. These are very limited circumstances and may change the price. You may cancel your booking with a full refund if this increase is more than 10 percent on the original price You must do this within 14 days of the issue change.

If you wish to amend your booking

After we have issued our booking confirmation we will do our best to accommodate any change you may want to make but we cannot guarantee to do so. Any change must be made in writing and signed by the person who signed the booking form. If we are able to make the changes an amendment fee of £15 per booking and any additional charge for the facilities requested or further costs we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date.

If you wish to cancel your booking

You may cancel or a member of your party may cancel at any time provided that the cancellation is made by the person signing the booking form and it is communicated in writing. As this incurs administration costs we will retain your deposit and in addition apply cancellation charges up to the maximums below.

Period before departure Amount of cancellation charges

Within which written shown as percent of Booking price

cancellation is received

More than 56 days Loss of deposit

29-56 days Loss of deposit

15-28 days 50 percent of booking cost

0-14 days 100 percent of booking cost

The cost of accommodation, meals and theatre tickets which have already been purchased by the company at the request of the hirer, will be charged to the hirer, plus any administration charges incurred by the company.

Cancellation by the company

In the event of any emergency, riot, civil commotion, strike, lock out, stoppage or restraint of labour or on the happening of any event over which the company has no control (including adverse weather and road conditions) or in the event of the hirer taking any action to vary agreed conditions unilaterally, the company may, by returning all money paid and without further or other liability, cancel the contract.

Vehicle to be provided

The company reserve the right to provide a larger vehicle than that specified at no additional charge unless any extra seats are used in which case an additional pro rata charge will be made to the hire charge.

The company reserve the right to substitute another vehicle.

Breakdowns and delays

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

If you have a complaint

We will do everything to ensure that you have a great Trip out but if there is any reason for you not to be satisfied please inform, in the first instance tour driver who will do his utmost to resolve this problem immediately. Failing this you must inform us in writing within seven days after you return so that we can investigate the matter. You must quote your booking reference number, and departure date. Failure to advise us of your complaint immediately in accordance with the above procedure may affect the outcome of it.

Special Requests

If you have any special requests e.g.seat allocation. These must be made when initialing booking (early booking recommended) These requests are usually fulfilled but they are only requests and not guaranteed and the company accepts no liability for any failure to provide a special request.

Travel Documents & Scheduling

You are responsible for ensuring that you are at the correct departure point, at the correct time, with the correct documents and we cannot be held liable for any loss or expense suffered by you or your party because of an incorrect passport or late arrival at the departure point.

If you are a British citizen traveling outside the united kingdom you must have a g full valid passport for a minimum of six months after your scheduled date of return.

Hodsons reserve the right to modify itineraries to comply with drivers hours.

Admission fees to buildings, grounds etc. are not included in the price unless otherwise stated.

Coach Seating

You may make a request for booking particular seats when making your booking, but since allocations are made on a first come first served basis, early booking is recommended

Specific seats will not be allocated on feeder coaches.

Seatbelts

All our vehicles are fitted with seatbelts and these must be worn at all times as the hirer you are responsible for ensuring your party adheres to this. Our Insurance company state you must be wearing your seatbelts at all times and this may affect any future claims.

Luggage

We ask you to keep luggage down to one medium case measuring 26in x 8in x 15in and weighing no more than 33lb (15kg). Hand luggage should be kept to a minimum and stored in the overhead compartments and weigh no more than (5kg). Due to Health and Safety this must be adhered too any luggage weighing excessive of this will be refused bag handling.

The company does not accept any liability for any possessions or valuables left on the coach we recommend that you do not leave anything on the coach.

Passenger Behaviour

We want all our passengers to have a great Trip. We must remember that you are responsible for your own behaviour and your behaviour can effect others. If you or any member of your party are abusive or disruptive or behaves in a way which, in our opinion,(this includes tomfoolery which can go wrong) could cause damage or injury to others or themselves or affect their enjoyment of there Booking, or which could damage property, we have the right to terminate your contract with us. If this happens we will have no further obligations or liability to you. As the hirer any damage caused to the vehicle will be billed directly to you.

*please note if you are refused carriage or entrance by a third party i.e. ship captain or authorized official

We have the right to terminate the contract and will have no further obligations or liability to you.

No Smoking Policy

We operate a strict no smoking policy on all our vehicles. For those passengers wishing to smoke there will be comfort stops en-route.

Alcohol

We have a strict no alcohol policy on all our coaches anyone found drinking on our coaches Anyone found drinking on our coaches will be asked to disembark the coach and there contract with us terminated.

PLEASE NOTE ANYONE WHO IS FOUND TO BE INTOXICATED FOR THE RETURN JOURNEY AND COULD BE A DANGER TO THE DRIVER/PASSENGERS OR TO THEMSELVES WILL BE ASKED TO DISEMBARK THE COACH. The hirer will be responsible for any passenger travelling under the influence of alcohol of whom soil the coach will have a valeting charge of no less than £50 per incident invoiced directly to them (or lose a held deposit).

Lost Property

Any lost property is kept for a periods of 1 month following the date of the tour in accordance to the minimum regulations laid by the road traffic act 1960 & The Public services vehicles (Lost Property) regulations 1995. There is a minimum charge of £2.00 on collection from our offices in Clitheroe. Postage and packaging will be charged extra and will have to be paid before it is sent out.

Care for the Disabled

Clients with impaired mobility must indicate this when booking. We need to know the degree of mobility to ascertain whether the coach you are booking fulfills your needs.

The company at present does not Have any vehicles fitted with wheelchair lifts, so it is essential that you are able to manage the steps to board and alight the coach either un aided or with assistance from a member of your party.

Pets

We do not allow pets to be taken on our Coaches. Registered assistance dogs will normally be accommodated on uk Coaches but not overseas Coaches.

Gratuities

Gratuities are not included in our holidays if you wish to give gratuities we recommend you give on an individual basis reflecting the drivers performance and service.

Conditions

Where a copy of these conditions have been given to the hirer at any time, or the hirer has been advised verbally of all significant terms, making a booking and signing your hire acceptance slip will be deemed to signify acceptance of them..

I confirm that I have read and understood the terms and conditions of transport and accept responsibility as party leader for my group in ensuring all members of my party will comply with all rules that are imposed in the interest of health and safety.

Date.....

Name.....

Signature.....