



Vehicle Hire Terms & Conditions

Definitions

- *'Company': M. J. Grosvenor (Motors) Limited t/a Grosvenor Coaches.*
- *'Hirer': Private individual or organisation hiring Grosvenor Coaches' transport and/or any member of his/her party.*

Quotation

Company quotations account for vehicle hire, driver(s) wages, fuel and insurance.

Additional charges may apply e.g. congestion charges, tolls, parking permits. The Hirer will provide the Company driver with accommodation and breakfast when an overnight stay(s) is specified in a booking. The Hirer will execute such provisions directly with the provider of those services on the driver's behalf.

The Company will prepare a quotation based on the collection point(s), destination and the number of passengers and the quantity luggage requested by the Hirer. Notwithstanding *Drivers' Hours* below, the Company may apply additional charges to cover additional requests. The Company will agree these charges with the Hirer prior to carrying out any new instructions.

If the Hirer requires usage of the vehicle between the outbound and return journeys, then the Hirer must specify this before travel. The Hirer cannot assume that it will have use of the vehicle between those dates. The Company may at its sole discretion remove the vehicle from the destination between the outbound and return journeys.

Booking Confirmation

The Company may at its sole discretion require a deposit equal to 10% of the total hire charge or £50 (whichever is the higher) to secure a booking. The Company will confirm a booking in writing when any such deposit has been received (see also *Payment Methods*). In the event of cancellation by the Company, any such deposit will be refunded in full (see *Cancellation by the Company*).

Payment

The balance of a charge for hire must be paid no less than fourteen days prior to the date of outbound travel. If the booking confirmation date is less than fourteen days prior to travel, then the Hirer will make immediate payment in full.

If full payment is not received by the Company prior to the date of outbound travel, then the Company may at its discretion cancel the booking and the Hirer will forfeit any deposit paid.

Methods of Payment

Payments may be made by debit/credit card either at the Company premises or over the telephone, bank transfer or cash. No additional charges will be levied by the Company for credit card payments.

Cancellation by Hirer

A cancellation must be notified in writing. The following cancellation charges may be applied by the Company:

Cancellation Date	Cancellation Charge
More than seven calendar days prior to the date of outbound travel	Deposit
Less than or equal to seven calendar days but greater than two calendar days prior to the date of outbound travel	25% of the total hire charge
Less than or equal to two calendar days prior to the date of outbound travel	75% of the total hire charge

The Company will not apply any cancellation charge whatsoever relating to a pitch inspection at a sporting event if the postponement is communicated in reasonable time by the Hirer to the Company.

Cancellation by the Company

The Company will not accept responsibility for cancellation by the Company for reasons beyond the reasonable control of the Company. The Company will in these circumstances return any deposit paid.

Vehicle

The Company will provide a vehicle suitable for the number of passengers and the quantity of luggage. The Company may provide a larger vehicle for transport than quoted but will not impose any additional charge notwithstanding changes in the number of passengers requested by the Hirer.

The Company will under no circumstances transport a passenger in excess of the seating capacity of the vehicle. The Hirer will wear seatbelts wherever fitted for the Hirer’s own safety.

The Company may, for operational reasons, at its sole discretion substitute another operator’s vehicle / driver for its own. The Company will guarantee that any substitute operator will possess the licences specified by VOSA at the time in order to operate. The contractual relationship is between the Company and the Hirer in all circumstances.

Animals

Guide dogs are welcomed by prior arrangement with the Company. No other animals are permitted on board Company vehicles.

Drivers’ Hours

Drivers’ hours of operation are regulated by law. The Company will not be held responsible for any loss or inconvenience suffered by the Hirer from the alteration by the Company of a vehicle schedule in order to comply with legislation as a result of failure on the part of the Hirer to adhere to the timings specified in the booking confirmation.

Traffic Delays

The Company will not be liable for any loss or convenience suffered by the Hirer as a result of events beyond the reasonable control of the Company including but not necessarily limited to traffic delays.

Vehicle Breakdown

In the event of a vehicle breakdown, the Company will endeavour to source a replacement vehicle.

Passenger Conduct

The Company driver will remove from the vehicle any passenger in breach of The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990.

Alcohol

The consumption of alcohol is strictly forbidden on board our vehicles without prior consent from the Company.

Where the Company has consented to the consumption of alcohol onboard a vehicle, the Company may at its sole discretion collect an additional deposit up to 20% of the total hire cost payable prior to the date of outbound travel and refundable within two working days of the date of return travel notwithstanding *Damage to Vehicle* below.

Alcohol may be stored in the luggage compartment. The Hirer should seek guidance from the driver about safe storage of glass bottles prior to departure.

Smoking / Drugs

Smoking and drug use are strictly forbidden onboard Company vehicles. The Company will refuse to transport any customer who the driver has reason to believe is under the influence of drugs. In such circumstances, the Company will accept no responsibility, financial or otherwise, for any alternative arrangements that any such offender may have to make.

Damage to the Vehicle

The Hirer will reimburse the Company for damage to the vehicle including reasonable loss of earnings caused by the Hirer.

Lost Property

The Company is not responsible for the loss of personal property carried on the vehicle. The Company will hold items of lost property that is has retrieved from a vehicle at the Company's premises for a reasonable period before disposal and take reasonable steps to safeguard such items. The Hirer is responsible for the collection of lost property from the Company's premises.

Complaints

The Company will respond within two working days to a complaint submitted in writing within fourteen days of the date of return travel. Such feedback should be addressed to Managing Director at the Company's premises or for the Managing Director's attention at the Company's published e-mail address.



Acceptance

By placing a booking with the Company, the Hirer agrees to abide by these Terms & Conditions.