

## Terms & Conditions - Private Hire

These conditions apply to the private hire of transport, not operating as a package, as defined by the package travel, package holidays and package tour regulations 1992.

### 1. Applications

These conditions apply whether a contract has been made verbally or in writing. The hirer acts on behalf of all the passengers travelling on the 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 the passengers on board including any additional costs incurred in performing the contract, whether or not they actually travel with the party. Stevens coaches will only accept instructions from the hirer.

If the hirer is not going to travel with the party, a representative must be chosen, and Stevens coaches must be informed prior to the hire-taking place.

### 2. Quotations

Quotations are given on the basis of the most direct route and on information provided by the hirer. The route used will be at the discretion of Stevens coaches unless it has been particularly specified by the hirer in which case it will be clearly shown on the confirmation.

\* All quotations are given subject to the Stevens coaches having available a suitable vehicle at the time the hirer accepts the quotation.

\* Quotations are valid for 28 days from the initial enquiry unless otherwise notified.

\* Quotations are given for coach and driver only. Any additional charges will be separately identified and will be the hirer's responsibility unless otherwise specified.

### 3. Use of Vehicle

The hirer cannot assume use of the vehicle between outward and return journeys nor to remain at the destination for the hirer's use unless this has been agreed with Stevens coaches in advance.

### 4. Route and Time Variation

Stevens coaches reserves the right to levy additional charges for additional mileage or time than 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. Stevens coaches will not accept liability for any losses incurred by passengers who fail to follow instructions given by the hirer.

### 5. Drivers' Hours

The hours of operation for the driver are regulated by law, and the hirer accepts the responsibility of ensuring the hire keeps to the hours and times agreed by the Stevens coaches. 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 driving 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. Any additional costs will be as in condition 4.

### 6. Seating Capacity

Stevens coaches 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.

### 7. Conveyance of Animals

On a private hire, no animals (other than guide dogs and hearing dogs notified to the Stevens coaches in advance) may be come on any vehicle without prior written agreement from Stevens coaches.

### 8. Confirmation

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

### 9. Payment

Any deposit requested must be paid by the date stated, and payment in full must be made before the start of the hire unless otherwise agreed by Stevens coaches. The company reserves the right to add interest at the rate of 2% compound interest per calendar month, after the date by which payment should have been made.

### 10. Cancellation by Hirer

a. If the hirer wishes to cancel any agreement, the following scale of charges will apply in relation to the total hire charge.

#### Days prior to departure date DAY HIRE

28 days or more	10% or £40 (Whichever the greater)
14-27 days	50% of hire

#### Days prior to departure date TOUR WORK

42 – 36 days	10% or £300 (Whichever the greater)
35 – 28 days	14-27 days 50% of hire 35 – 28

7-13 days	60% of hire	28 – 22 days	days 50% of hire
3-6 days	75% of hire	21 – 15 days	60% of hire
Day of hire	Minimum of 85% of hire	14 – 8 day	75% of hire
Arrival of coach at departure point	100% of hire	7 days or less	85% of hire
		Arrival of coach at departure point	Minimum of 85% of hire
			100% of hire

11.

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

c. Cancellation due to inclement weather conditions will be charged as above.

d. Theatre tickets' once purchased are not returnable and must be paid for in full. (or other such ancillary service)

12. **Cancellation by Stevens coaches**

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 Stevens coaches has no control (including adverse weather and road conditions) or in the event of the hirer taking any action to vary agreed conditions unilaterally, Stevens coaches may, by returning all money paid and without further or other liability, cancel the contract.

13. **Vehicle to be Provided**

a. Stevens coaches reserves 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.

b. Stevens coaches reserves the right to substitute another vehicle (including those of other operators) or ancillary facilities for all or part of the hiring subject to such substitutes being of a least equivalent quality.

14. **Breakdown and Delays**

Stevens coaches 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 Stevens coaches, journeys may take longer than predicted and in those circumstances Stevens coaches will not be liable for any loss or inconvenience suffered by the hirer as a result.

15. **Agency Arrangements**

Where Stevens coaches hires-in vehicles from other operators at the request of the hirer and where Stevens coaches arranges ancillary facilities such as meals, accommodation, ferries, admission tickets or any other services provided by another supplier, it does so as agent for and on behalf of the hirer. Any terms and conditions imposed by such other suppliers through Stevens coaches shall, insofar as they are supplied to the hirer, be binding on the hirer as if he had directly contracted such services and the hirer shall indemnify Stevens coaches against any loss, claim, damage or award in respect of a breach of such supplier's terms and conditions brought about by the hirer's action.

16. **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 a 'retailer' for the purposes of the Package Travel, Package Holidays, and Package Tours Regulations 1992 and as such may be required to comply with the provisions of those Regulations.

In this instance, Stevens coaches cannot accept any liability that may be incurred for losses or damage that it would otherwise accept under the terms of those Regulations.

The hirer accepts responsibility for ensuring whether they are so defined, and Stevens coaches cannot accept liability for loss or damage incurred that should have been the responsibility of the hirer if the hirer was the legally defined organiser or retailer.

Where Stevens coaches acts as an organiser or retailer, it will issue separate conditions of trading relating to its liabilities and responsibilities under the Regulations.

17. **Passengers' Property**

a. All vehicles hired by Stevens coaches are subject to restrictions on carrying luggage for statutory safety reasons. The hirer accepts that the driver shall be the sole judge as to whether and to what extent passengers' property is claimed. Large, bulky items may not be able to be carried, and the hirer should take all steps to notify the company in advance of such requirements.

b. Stevens coaches accepts any personal property of the hirer and their passengers on the understanding that it will take all reasonable steps to avoid loss or damage. The hirer should notify Stevens coaches or the driver if items of exceptional value are to be carried on the vehicle. It is the hirer's responsibility to minimise risk of loss when property is left unattended.

c. Stevens coaches liability for loss and damage, however caused, is limited to £500 per bag, case or package and an overall limit of £1000 (overall claim value) maximum per passenger. It is the responsibility of the hirer to ensure that items over this value are insured separately for loss and damage.

d. All articles of lost property recovered from the vehicle will be held at Stevens coaches premises where the vehicle is based, and will be subject to the current Public Service Vehicle (Lost Property) Regulations. Stevens coaches will provide details of this legislation on request

18. **Conduct of Passengers**

The driver is responsible for the safety of the vehicle at all times, and as such may remove any passenger whose behaviour prejudices safety or is in breach of the Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990. These regulations set out certain rights and responsibilities on all parties, and full details of these can be obtained from Stevens coaches on request. 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 the legal requirements relating to alcohol, contained in the Sporting Events (Control of Alcohol) Act 1995, and the conditions of entry to race courses as laid down by the Race Course Association Ltd. The Stevens coaches will provide details of these restrictions on request.

19. **Complaints**

In the event of a complaint about Stevens coaches services, the hirer should endeavour to seek a solution at the time by seeking assistance from the driver or from Stevens coaches. If this has not provided a remedy, complaints should be submitted in writing and within 14 days of the termination date of the hire. Complaints will be acknowledged within 14 working days and Stevens coaches will aim to resolve any complaint within 28 days of it being made. Full details of Stevens coaches complaint procedure are available on request

20. **Notices**

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

21. **Refreshments and 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 from Stevens coaches. Only food (except confectionery) and beverages supplied by Stevens coaches may be sold or distributed on the vehicle.

22. **Surcharges**

Once a confirmation has been issued to the hirer, providing there are 30 days prior to the departure date, Stevens coaches reserves the right to pass on increases in the cost of fuel, taxes imposed by the Governments of the UK and of other countries to be visited during the journey, road tolls, and foreign currency. No surcharges will be levied within 30 days of departure. On notification of such surcharges, the hirer may cancel the booking subject to the scale of cancellation charges shown in paragraph 10. The liability of Stevens coaches will be limited to the cost of the hire and any ancillary services supplied.