



Lucketts Group

Accreditation Pack

November 2024



Part of
national express
Transport Solutions



Lucketts Group

The name you can trust

The Lucketts Group has been looking after customers since 1926. From the beginning we have always believed in working hard to delight and exceed our customers' expectations. We have an excellent reputation which is second to none for providing exceptional holidays, high quality coach hire and executive business travel.

We guarantee a professional and personalised service. Whether you are an individual customer or a blue chip corporate client, placing the welfare of your employees and the reputation of your brand in our hands, you can rely on the Lucketts Group. We operate to the very highest standards and believe it is important that our customers are always able to request copies of our accreditation. This booklet (reviewed and updated regularly) showcases our statutory documents and industry membership certificates for any customer to request and keep.

If you wish to discuss any aspect of this booklet or the information you require is not contained in this pack, then please do not hesitate to contact us and we will make the information available to you

The Directors

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Public Service Vehicle Operator's Licence

H Lockett and Co Ltd T/A Locketts Travel (1 of 6)

PUBLIC SERVICE VEHICLE OPERATOR'S LICENCE

(Issued in accordance with the Public Passenger Vehicles Act 1981)

Issued to:

Issued by:

H. LUCKETT & CO. LIMITED
T/A LUCKETTS TRAVEL
BROADCUT
WALLINGTON
FAREHAM
PO16 8TB

Office of the Traffic Commissioner
West of England
Jubilee House
Croydon Street
Bristol
BS5 0GB
0300 123 9000

Public Service Vehicle Standard
International

Licence number: PH0005948
Not transferable

Date of issue:

01/12/1994


Next checklist date:

30/11/2024

The Traffic Commissioner hereby authorises the holder of this licence to use on a road public service vehicles, which have their operating centres in this Traffic Area, for carrying passengers for hire or reward, subject to the condition that the total number of vehicles used under this licence at any time does not exceed the maximum number of discs issued & any other conditions which are set out overleaf.

The maximum number of Public Service Vehicles authorised in accordance with the Public Passenger Vehicles Act 1981 (as amended) is:

Public service vehicles authorised	150
Number of discs issued	150



Traffic Commissioner

Serial No : PH0005948 08/02/2024 15:48:13

Page 1 of 6

Public Service Vehicle Operator's Licence
H Lockett and Co Ltd T/A Locketts Travel (2 of 6)

Operating Centres

Operating Centre:	Address: BROADCUT WALLINGTON FAREHAM PO16 8TB	Vehicles	90
Conditions or Undertakings			

Operating Centre:	Address: QUAY LANE HARDWAY Locketts Travel GOSPORT PO12 4LJ	Vehicles	5
Conditions or Undertakings			

Operating Centre:	Address: 52 STANDARD WAY FAREHAM PO16 8XL	Vehicles	20
Conditions or Undertakings			

Operating Centre:	Address: H Lockett & Co Ltd Yeomans Way Bournemouth BH8 0BQ	Vehicles	100
Conditions or Undertakings			

Public Service Vehicle Operator's Licence H Lockett and Co Ltd T/A Locketts Travel (3 of 6)

Transport Manager(s)

DAVID REID
JESSICA LUCY BARBER
STUART BROWN
SHANNON TANNER
PETER FIELDING

Conditions Attached to this Licence

(if there are no restrictions/conditions, the section below will be left blank)

Undertakings Attached to the Licence

(The undertakings, given or procured to be given by the licence holder, which were considered by the Traffic Commissioner to be material to the grant of the licence or to one or more subsequent variations to the licence.)

The licence holder shall make proper arrangements so that:

- (a) the laws relating to the driving and operation of vehicles used under the licence are observed;
- (b) the rules on driver's hours and tachographs are observed and proper records kept;
- (c) vehicles do not carry more than the permitted number of passengers;
- (d) vehicles, including hired vehicles, are kept in a fit and serviceable condition;
- (e) drivers report promptly any defects that could prevent the safe operation of vehicles, and that any defects are promptly recorded in writing; and
- (f) records are kept (for 15 months) of all safety inspections, routine maintenance and repairs to vehicles, and made available on request.

Additional Undertakings Attached to the Licence

(Any other undertakings on the licence given or procured to be given by the applicant. If there are none, this section will be left blank.)

Public Service Vehicle Operator's Licence H Lockett and Co Ltd T/A Locketts Travel (4 of 6)

The requirement to be of good repute;
The requirement to be of appropriate financial standing; or
The requirement as to professional competence;
The requirement to have an effective and stable establishment in Great Britain namely;

- a) any changes to the specified address of establishment, and
- b) the requirement to have access at all times to at least one public service vehicle registered or in circulation in Great Britain.

6) Information about vehicles

The holder of the licence shall report to the Secretary of State as soon as practicable;

- a) any failure or damage to a vehicle owned by the holder which is calculated to affect the safety of its occupants or persons using the road; and
- b) any alteration made in the structure or fixed equipment of any vehicle owned by him.

7) Requirement to supply additional information

The holder of the licence shall supply the traffic commissioner with any other information that may reasonably be required about the vehicles owned by the holder or about any material change in his circumstances.

Public Service Vehicle Operator's Licence

H Lockett and Co Ltd T/A Locketts Travel (5 of 6)

Notes:

- a) Subject to revocation or other termination under any relevant provision of the Public Passenger Vehicles Act 1981 this licence shall continue in force indefinitely.
- b) This licence must not be altered in any way except by the Traffic Commissioner or a person authorised by the Traffic Commissioner.
- c) The licence is not assignable or transmissible on death or in any other way.
- d) The licence terminates if the holder dies, or is declared bankrupt, or in Scotland has his/her estate sequestrated, or is adjudged incapable of managing his/her own affairs.
- e) The licence can be revoked, suspended or varied by the Traffic Commissioner on any of the grounds set out in section 17 of the Public Passenger Vehicles Act 1981.
- f) If the holder wishes to operate additional vehicles above the maximum authorised or of a different type from those specified, a separate application must be made to the Traffic Commissioner.
- g) When notifying any change of transport manager, the holder should inform the Traffic Commissioner of the new name of the manager and provide evidence of professional competence and return the licence.
- h) Relevant convictions are the convictions specified in the Schedule to the Public Service Vehicle (Operator's Licences) Regulations 1995.
- i) Any person who contravenes any condition on the licence will be liable to a fine on conviction.
- j) Any person not fulfilling an undertaking will be liable to disciplinary action by the Traffic Commissioner.

Public Service Vehicle Operator's Licence

H Lockett and Co Ltd T/A Locketts Travel (6 of 6)

Notes:

- a) Subject to revocation or other termination under any relevant provision of the Public Passenger Vehicles Act 1981 this licence shall continue in force indefinitely.
- b) This licence must not be altered in any way except by the Traffic Commissioner or a person authorised by the Traffic Commissioner.
- c) The licence is not assignable or transmissible on death or in any other way.
- d) The licence terminates if the holder dies, or is declared bankrupt, or in Scotland has his/her estate sequestrated, or is adjudged incapable of managing his/her own affairs.
- e) The licence can be revoked, suspended or varied by the Traffic Commissioner on any of the grounds set out in section 17 of the Public Passenger Vehicles Act 1981.
- f) If the holder wishes to operate additional vehicles above the maximum authorised or of a different type from those specified, a separate application must be made to the Traffic Commissioner.
- g) When notifying any change of transport manager, the holder should inform the Traffic Commissioner of the new name of the manager and provide evidence of professional competence and return the licence.
- h) Relevant convictions are the convictions specified in the Schedule to the Public Service Vehicle (Operator's Licences) Regulations 1995.
- i) Any person who contravenes any condition on the licence will be liable to a fine on conviction.
- j) Any person not fulfilling an undertaking will be liable to disciplinary action by the Traffic Commissioner.

Public Service Vehicle Operator's Licence

Worthing Coaches Ltd (1 of 5)

PUBLIC SERVICE VEHICLE OPERATOR'S LICENCE

(Issued in accordance with the Public Passenger Vehicles Act 1981)

Issued to:

WORTHING COACHES LIMITED
Worthing Coaches
Broadcut
Wallington
Fareham
PO16 8TB

Issued by:

Office of the Traffic Commissioner
London and the South East of
England
Ivy House
3 Ivy Terrace
Eastbourne
BN21 4QT
0300 123 9000

Public Service Vehicle Standard
International

Licence number: PK0000115
Not transferable

Date of issue:

01/04/1991

Next checklist date:

31/03/2026

The Traffic Commissioner hereby authorises the holder of this licence to use on a road public service vehicles, which have their operating centres in this Traffic Area, for carrying passengers for hire or reward, subject to the condition that the total number of vehicles used under this licence at any time does not exceed the maximum number of discs issued & any other conditions which are set out overleaf.

The maximum number of Public Service Vehicles authorised in accordance with the Public Passenger Vehicles Act 1981 (as amended) is:

Public service vehicles authorised	20
Number of discs issued	20



Traffic Commissioner

Public Service Vehicle Operator's Licence Worthing Coaches Ltd (2 of 5)

Operating Centres

Operating Centre:	Address:	Vehicles	20
	SPENCER ROAD LANCING BN15 8UA		
Conditions or Undertakings			

Transport Manager(s)

DAVID REID
QUINTIN DODKINS

Conditions Attached to this Licence

(if there are no restrictions/conditions, the section below will be left blank)

Undertakings Attached to the Licence

(The undertakings, given or procured to be given by the licence holder, which were considered by the Traffic Commissioner to be material to the grant of the licence or to one or more subsequent variations to the licence.)

The licence holder shall make proper arrangements so that:

- (a) the laws relating to the driving and operation of vehicles used under the licence are observed;
- (b) the rules on driver's hours and tachographs are observed and proper records kept;
- (c) vehicles do not carry more than the permitted number of passengers;
- (d) vehicles, including hired vehicles, are kept in a fit and serviceable condition;
- (e) drivers report promptly any defects that could prevent the safe operation of vehicles, and that any defects are promptly recorded in writing; and
- (f) records are kept (for 15 months) of all safety inspections, routine maintenance and repairs to vehicles, and made available on request.

Additional Undertakings Attached to the Licence

(Any other undertakings on the licence given or procured to be given by the applicant. If there are none, this section will be left blank.)

Public Service Vehicle Operator's Licence

Worthing Coaches Ltd (3 of 5)

Requirements of the Licence Holder – Standard Licence

Under the provisions of Sections 19 and 20 of the Public Passenger Vehicles Act 1981 and the Public Service Vehicle (Operator's Licences) Regulations 1995, the holder of the licence is required to notify the traffic commissioner in writing within 28 days of any of the following change of circumstances or occurrences.

1) Change of circumstances

In the event of changes to the following;

- (a) business address (i.e. the effective address to which correspondence is to be sent);
- (b) the requirement to have an effective and stable establishment in Great Britain, including the address of establishment or the requirement to have access to a vehicle;
- (c) address(es) of operating centre(s);
- (d) the arrangements for the inspection/maintenance of vehicles;
- (e) ownership of the business including partnership arrangements and in the persons holding shares in a company, which cause a change in control of the company.

2) Transport manager

In the event that any person named on the licence as a transport manager ceases to be employed as a transport manager for this licence

3) Bankruptcy or liquidation

In the event of the bankruptcy or liquidation of the holder, or the sequestration of his estate or the entry into administration of the holder or the appointment of a receiver, manager or trustee of his road passenger transport business

4) Relevant convictions

The holder of the licence shall notify the traffic commissioner in writing of

- a) any conviction of the holder of the licence;
- b) where the licence is held by persons in partnership of any conviction of each such person; and
- c) any conviction of any officer, employee or agent of the holder for an offence committed in the course of the holder's road passenger transport business.

For the purposes of section 19 (1) and (2) the issue of a fixed penalty notice or conditional offer under Part 3 of the Road Traffic Offenders Act 1988 is to be treated as a relevant conviction.

5) Occurrences which affect:

Public Service Vehicle Operator's Licence Worthing Coaches Ltd (4 of 5)

The requirement to be of good repute;
The requirement to be of appropriate financial standing; or
The requirement as to professional competence;
The requirement to have an effective and stable establishment in Great Britain namely;

- a) any changes to the specified address of establishment, and
- b) the requirement to have access at all times to at least one public service vehicle registered or in circulation in Great Britain.

6) Information about vehicles

The holder of the licence shall report to the Secretary of State as soon as practicable;

- a) any failure or damage to a vehicle owned by the holder which is calculated to affect the safety of its occupants or persons using the road; and
- b) any alteration made in the structure or fixed equipment of any vehicle owned by him.

7) Requirement to supply additional information

The holder of the licence shall supply the traffic commissioner with any other information that may reasonably be required about the vehicles owned by the holder or about any material change in his circumstances.

Public Service Vehicle Operator's Licence Worthing Coaches Ltd (5 of 5)

Notes:

- a) Subject to revocation or other termination under any relevant provision of the Public Passenger Vehicles Act 1981 this licence shall continue in force indefinitely.
- b) This licence must not be altered in any way except by the Traffic Commissioner or a person authorised by the Traffic Commissioner.
- c) The licence is not assignable or transmissible on death or in any other way.
- d) The licence terminates if the holder dies, or is declared bankrupt, or in Scotland has his/her estate sequestrated, or is adjudged incapable of managing his/her own affairs.
- e) The licence can be revoked, suspended or varied by the Traffic Commissioner on any of the grounds set out in section 17 of the Public Passenger Vehicles Act 1981.
- f) If the holder wishes to operate additional vehicles above the maximum authorised or of a different type from those specified, a separate application must be made to the Traffic Commissioner.
- g) When notifying any change of transport manager, the holder should inform the Traffic Commissioner of the new name of the manager and provide evidence of professional competence and return the licence.
- h) Relevant convictions are the convictions specified in the Schedule to the Public Service Vehicle (Operator's Licences) Regulations 1995.
- i) Any person who contravenes any condition on the licence will be liable to a fine on conviction.
- j) Any person not fulfilling an undertaking will be liable to disciplinary action by the Traffic Commissioner.

Certificate of Public Liability Insurance



31 October 2024

To Whom it May Concern

As Insurance Brokers to Mobico Group Plc and Subsidiary Companies, we are writing to confirm that our client holds the following policies, effective from 1 November 2024 to 31 October 2025 both days inclusive:

Public & Products Liability

Insurer: Chubb European Group SE

Policy Number: UKCAND54071

Limit of Indemnity: GBP 15,000,000 any one occurrence or offence or of any series of occurrences or offences for Public Liability and GBP15,000,000 in the aggregate during the period of insurance in respect of Products Liability and Personal and Advertising Injury
Legal Costs and Expenses are payable in addition

This letter is provided as a courtesy to our client as a matter of information only and confers no rights on the holder. Our duties in relation to this insurance are to our client and we accept no duty of care or responsibility to you or any other third party and any liability to you or any third party is excluded. This letter does not amend, extend or alter the coverage afforded by the policies, nor does it purport to set out all of the policies' terms, conditions and exclusions. The policy terms, conditions, limits and exclusions may alter after the date of this document or the insurance may terminate or be cancelled, and the limits shown may be reduced by paid claims. We have no obligation to advise you of any changes which may be made to the policies or to advise you of their cancellation or termination.

Signed on behalf of WILLIS LIMITED

Willis Limited
51 Lime Street
London
EC3M 7DQ

T +44 (0) 20 3124 6000
W wtwo.com

Willis Limited, Registered number: 181116 England and Wales. Registered address: 51 Lime Street, London, EC3M 7DQ. A Lloyd's Broker. Authorised and regulated by the Financial Conduct Authority

Certificate of Employers Liability Insurance

Chubb European Group SE
100 Leadenhall Street
London
EC3A 3BP

T: 020 7173 7000
F: 020 7173 7800
chubb.com/uk

CHUBB®

Certificate of Employers' Liability Insurance

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 and subsequently amended by regulation 2 of the Employers' Liability (Compulsory Insurance) Regulations 2008 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policyholder employs persons covered by the policy. This requirement will be satisfied if the certificate is made available in electronic form and each relevant employee to whom it relates has reasonable access to it in that form).

Policy Number:	UKCAND54071
1. Name of Policyholder:	Mobico Group Plc and subsidiary companies including National Express Foundation
2. Date of commencement of insurance policy:	01 November 2024 at 00:00 L.S.T.
3. Date of expiry of insurance policy:	31 October 2025 at 23:59 L.S.T.
	Both days inclusive L.S.T. (Local Standard Time) means the time applicable on the relevant date at the Address of the Insured as shown on the Schedule to the Policy

We hereby certify that:

- The policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney; and
- The minimum amount of cover provided by this policy is no less than GBP5,000,000.

Signed on behalf of Chubb European Group SE



Mark Roberts
Division President UK&I

Chubb European Group SE (CEG) is a Societas Europaea, a public company registered in accordance with the corporate law of the European Union. Members' liability is limited. CEG is headquartered in France and governed by the provisions of the French insurance code. Risks falling within the European Economic Area are underwritten by CEG, which is authorised and regulated by the French Prudential Supervision and Resolution Authority. Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

CEG's UK branch is registered in England & Wales under UK Establishment number: BR023093. UK Establishment address: 100 Leadenhall Street, London EC3A 3BP. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on the Financial Conduct Authority's website (FS Register number 820988).

UK0548-L

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Data Protection Registration Certificate
Lucketts Holdings Limited

Data Protection Registration Certificate

Lucketts Holdings Limited

National Express House Birmingham Coach Station
Mill Lane
Digbeth
Birmingham
B5 6DD

Registration reference: ZA201738
Date registered: 25 August 2016
Registration expires: 24 August 2025

Data Protection Officer

Mrs Paula Tighe

Birmingham Coach Station
Mill Lane
Digbeth
Birmingham
B5 6DD

Email: data.protection@nationalexpress.com



Issued by: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: ico.org.uk

Data Protection Registration Certificate
H. Lockett and Co Limited

Data Protection Registration Certificate

H Lockett & Co Limited

National Express House Birmingham Coach Station
Mill Lane
Digbeth
Birmingham
B5 6DD

Registration reference: Z7996386
Date registered: 19 June 2003
Registration expires: 18 June 2025

Data Protection Officer

Mrs Paula Tighe

Birmingham Coach Station
Mill Lane
Digbeth
Birmingham
B5 6DD

Email: data.protection@nationalexpress.com



Issued by: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: ico.org.uk

Data Protection Registration Certificate
Worthing Coaches Ltd

Data Protection Registration Certificate

Worthing Coaches Ltd

National Express House Birmingham Coach Station
Mill Lane
Digbeth
Birmingham
B5 6DD

Registration reference: Z3329867
Date registered: 03 September 2012
Registration expires: 02 September 2025

Data Protection Officer

Mrs Paula Tighe

Birmingham Coach Station
Mill Lane
Digbeth
Birmingham
B5 6DD

Email: data.protection@nationalexpress.com



Issued by: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: ico.org.uk

Data Protection Registration Certificate
Coliseum Coaches Ltd

Data Protection Registration Certificate

Coliseum Coaches Ltd

National Express Limited
Birmingham Coach Station, Mill Lane
Digbeth
Birmingham
B5 6DD

Registration reference: Z3329853
Date registered: 03 September 2012
Registration expires: 02 September 2025

Data Protection Officer

Mrs Paula Tighe

Birmingham Coach Station
Mill Lane
Digbeth
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B5 6DD

Email: data.protection@nationalexpress.com



Issued by: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: ico.org.uk

Data Protection Registration Certificate
Solent Coaches Ltd

Data Protection Registration Certificate

Solent Coaches Ltd

National Express House, Birmingham Coach Station
Mill Lane
Digbeth
Birmingham
B5 6DD

Registration reference: Z3002847
Date registered: 11 January 2012
Registration expires: 10 January 2025

Data Protection Officer

Mrs Paula Tighe

Birmingham Coach Station
Mill Lane
Digbeth
Birmingham
B5 6DD

Email: data.protection@nationalexpress.com



Issued by: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: ico.org.uk

Armed Forces Military Covenant



**ARMED FORCES
COVENANT**

**EMPLOYER
RECOGNITION
SCHEME**

SILVER AWARD

2019

This certificate is awarded to

The Lucketts Group

In national recognition of their
commitment to the Armed Forces.



Ministry
of Defence

Ben Salkin

Secretary of State for Defence



Nick Carter

Chief of the Defence Staff



Lucketts

T R A V E L

Lucketts Travel
Broadcut
Wallington
Fareham
Hampshire, PO16 8TB

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luckettsales@nationalexpress.com

Solent

C O A C H E S

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Coliseum

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Part of

national express
Transport Solutions