BEFORE YOU BOARD
JOURNEY CHECKLIST

- TOUR ITINERARIES
- SINGLE DAY HIRE
- TIMINGS
- ADDRESSES
- VEHICLE ACCESS
- PASSENGER NUMBERS
- RESTRICTIONS
- POINTS OF CONTACT
- ON-BOARD FACILITIES
- NATIONAL EXPRESS Transport Solutions
Here at National Express Transport Solutions we recognise that making a coach hire booking for the first time can be a daunting experience - so we’ve put together a ‘Before You Board Journey Checklist’ we can work closely with you to ensure all aspects of your trip run smoothly.

Please take a moment to read through our ‘Before You Board Journey Checklist’ carefully and provide any details requested to us as soon as possible.

Our friendly Sales Team is on hand to manage your coach hire booking. You can contact them with any questions by phone on 01634 377 577, selecting option 1 or by emailing the team directly at nets-sales@nationalexpress.com

Your Questions Answered

Payment of Hire
Full payment is required no later than 30 days prior to your coach hire travel date.

You can pay for your coach hire at point of booking online using the link provided in your ‘Quotation’ email.

However, if you chose to only pay your deposit, full payment can be made over the telephone to our Customer Care Team. National Express Transport Solutions accepts payment for coach hire from Barclaycard, Visa or MasterCard credit and debit cards, but please note we are unable to accept payment by American Express or Diners Club.

For all non-credit customers we require a 20% non-refundable deposit to secure your booking. Please note full payment is required before date of travel unless credit terms have been agreed.

Coach hire services are 0% rated for VAT.

All quotations are subject to additional parking charges should they be incurred. Our Sales Team can advise on likely parking fees in advance. A number of venues and special events (such as Royal Ascot) will require pre-payment to reserve coach parking.

Be aware that certain types of hire will also be subject to an additional security deposit. Our Sales Team will advise you whether your hire fits the criteria for this.

Journey Details
To ensure a smooth and hassle free coach hire experience with National Express Transport Solutions, please ensure that you have provided the following details no later than 30 days prior to travel:

For day trips, please provide the following:
- Full pick up address including postcode
- Full drop off address including postcode
- Exact pick up and return times
- Vehicle Access Restrictions
- Nominated points of contact

For tours, please provide the following:
- Full pick up address including postcode
- Full drop off address including postcode
- Exact pick up and return times
- Vehicle Access Restrictions
- Nominated points of contact
- A full & detailed itinerary
- Driver accommodation
**Journey Timings**

We aim for our vehicle(s) to be in position **15 minutes before the stated departure times** (subject to traffic conditions).

Please note our drivers are subject to strict rules on driving and rest times and we will plan your hire in order that it complies with current regulations. Although we always build in leeway to allow for unforeseen circumstances, sometimes it is difficult to extend hire periods on the day. Whilst we will always do our utmost to comply with our customers’ requests it is far better to be as realistic as possible with timings at the point of booking.

Any additional hire time will be subject to additional charges.

**Vehicle Access Restrictions**

Please let us know as soon possible details of any potential vehicle access difficulties you are aware of.

Our experience and knowledge of restrictions at common pick up/drop off locations will help us assess what is possible. Our primary focus when assessing what is possible is to ensure the safety of all on board, other road users and pedestrians and to avoid damage to our vehicles and those belonging to other people.

**Driver Accommodation**

If your quotation does not include drivers accommodation in the cost, all hires that are over more than 1 day require the client to provide driver’s accommodation (including meals & refreshments). Any tour involving more than 1 driver requires separate rooms for each driver.

**Preferred Route**

Please note our drivers are subject to strict rules on driving and rest times and we will plan your hire in order that it complies with current regulations. We provide our drivers with as much information as possible such as routing and location maps to help them plan their journey effectively. Whilst we will do our utmost to cater for reasonable journey changes, it may not be possible to make major changes on the day as to do this could contravene drivers’ hours and rest regulations.

When planning your journey our Operations Team take into account the best possible route in relation to time, mileage and traffic conditions. If you have a preferred route (non- motorway) please let us know in advance so that we can pre-warn your driver. Please be aware that should your preferred route be longer than that quoted for it may incur additional charges.

Please let us know in advance if you require any specific ‘comfort breaks’ en route. If not any stops during your journey will be at the discretion of the driver and your nominated contact on the day.

Your driver will advise your contact on the day when they need any ‘rest breaks’ to ensure compliance with current driving hours legislation.

**Points of Contact**

In order your hire runs smoothly both during the lead up to your hire and on the day of travel itself please provide contact details for the person within your organisation responsible for the coach hire booking.

Don’t forget to nominate a point of contact who will be available on the day of your hire if this is different.
Gatwick, London Heathrow & Stansted Arrivals:

Please ensure you supply your Account Manager with the following details prior to your hire:

- Flight number
- Flight arrival time
- Terminal
- Pick up & drop off locations

Once you have cleared customs and reclaimed your baggage, contact a Coach Marshal in the Arrivals Hall and inform them your group has arrived on (airline/flight number). The Marshal will direct you to the coach pick up area and will contact the coach park to release our coach to proceed to the terminal.

If you cannot find a Coach Marshal then contact the Information Desk. Please note that it may take up to 20 minutes at peak periods for the coach to travel from the coach park to the terminal.

Please make sure your group is aware they must board the coach(s) without delay.

Whilst we understand that flights can sometimes be delayed and during busy periods it may take longer to clear customs. Vehicle(s) have been booked for a specific departure time from the airport and failure to depart on time may impact other jobs and/or driving hour restrictions. Should an unnecessary delay occur be aware we may have to make extra charges for any additional waiting time incurred.

We do not charge for the first hour of waiting time at airports, rail stations or ferry terminals. Depending on the circumstances, we normally charge a rate per hour for all additional waiting time. Your booking confirmation letter will advise the current rate per hour for chargeable waiting time.

For further information on coach pick up procedures at both airports please click the links below:

- London Gatwick - www.gatwickairport.com
- London Heathrow - www.heathrow.com
- London Stansted - www.stanstedairport.com

London Low Emission Zone:

Coaches are exempt from paying the London Congestion Charge but must comply with strict low emission standards to obtain this concession. When booking a coach for a visit to London, it is important that we receive a full itinerary so that we can pre-plan suitable drop off and collection points and arrange coach parking.

Emergency Contact:

Our Operations Team are available 24/7 every day of the year. They can be contacted on: 01634 377 577

Driver Contact Details:

We will usually be able to supply driver contact details the day before your hire.

Please be advised however that due to unforeseen operational reasons we sometimes need to change drivers with very little notice.

If requested in advance where possible we will endeavour to provide a preferred driver. However, due to operational reasons such as drivers’ hours and rest regulations, a last minute change of driver may still take place.

Please note in all cases, our Operations Team will be able to contact your driver(s) during the hire period.

On-Board Facilities:

Please check that you have booked a vehicle(s) with all the facilities that you and your group will require.

Lost Property:

We do realise that passengers mislay items from time to time; any lost property found on board is handed into the office. Lost property can be collected from our office or if you prefer we can arrange for it to be posted back to the owner or their authorised recipient via trackable means *(customer liable for return postage costs & admin fee). We regret that for operational reasons, we cannot deal with lost property out of office hours.

Seat Belts:

All of our coaches are fitted with three point seat belts.

Wear your seatbelt at all times when the vehicle is in motion. Remember don’t move about a moving coach unless absolutely necessary.
Transporting Children:

It is a condition of our contract of employment that all coach drivers obtain an enhanced disclosure certificate from the Disclosure & Barring Service (DBS) before an offer of employment is made.

We do not provide child seats or booster cushions. However, we do not object to passengers providing their own seats providing they are compatible with our seat belt fixings and that the parent or guardian takes responsibility for any adverse risk.

We will allow babies of up to six months to sit on parent’s laps providing the overall number of passengers (including babies) does not exceed the vehicle seating capacity.

Conveyance of Animals:

On a private hire, no animals (other than guide dogs and hearing dogs notified to National Express Transport Solutions in advance) can be carried on our vehicles without prior written agreement.

Serving Disabled Customers:

At National Express Transport Solutions we are passionate about providing consistently high levels of service to all of our customers, whatever their circumstances.

Our Code of Practice ‘Serving Our Disabled Customers’ sets out the standards we will deliver. It also confirms the notice period required from you informing us of any wheelchair passengers in your group who require transport.

We have some vehicles which are fitted with lifts and specifically designed to carry 1 passenger in a wheelchair inside the main coach cabin.

We are also able to carry certain types of wheelchair providing they are stowed in the luggage compartment.

For a copy of our Code of Practice ‘Serving Disabled Customers’ please see page 7.

Consumption of Food & Alcohol:

Due to hygiene concerns, we do not normally allow the consumption of food or beverages on board our vehicles, unless the customer has hired one of our luxury VIP vehicles which come equipped with serveries.

As a rule we normally do not allow the drinking of alcohol on board our coaches. In certain circumstances we will allow consumption provided it is served in plastic glasses. In many cases, such as transport to major sports events, alcohol is banned by law.

To comply with current legislation, we operate a strictly non-smoking policy on all of our vehicles. In the absence of regulation and definitive evidence as to their safety, the Company’s policy is to treat the use of e-cigarettes and other similar products as being subject to the same policy prohibitions that apply to tobacco based products.

For clarification please speak to our Sales Team who will be able to advise you.

Luggage:

When your group arrives our driver(s) will help them load their luggage. Please ensure you label and secure your luggage appropriately. Any luggage that is left on-board our vehicles will be returned to the office (please see our lost property section for further details).

It can be difficult to give precise details of exactly how many suitcases each of our different size/specification of vehicles are able to carry as case sizes can vary. We would normally suggest 1 hold bag of a maximum weight of 20kg per person and one carry on item* that fits within 45cm x 35cm x 20cm in size.

If your group are coming for a long stay and/or you anticipate they will be bringing above average quantities of luggage, then please contact us urgently to check that we have the capacity for your items.

*Please stow any pieces of hand luggage carefully in the overhead racks. Please ensure all hard framed cases, or wheeled suitcases are stored in the hold as a safety precaution.
Safety Advice

Coach travel is one of the safest methods of transport available, please help us to prevent injury and harm by following this guidance and not putting yourself at risk unnecessarily. Remember moving vehicles can change direction and speed unexpectedly so always use the golden rule.

Golden Rule if standing or walking through the coach.
Always maintain three points of contact i.e. Feet spaced apart for balance and at least one hand holding onto available handles or seat backs, use your body as a brace against seats if needed.

Hazards and risks
Slips, trips and falls. Cuts, bruises and broken limbs. Burns/scolds from hot drinks and food

Food & Drink
Coaches are equipped with hot drinks machines, caution should be taken to maintain the three points of contact when making drinks and returning to seats. Ideally drinks should only be made while the coach is stationary and distributed using a tray designed to carry hot drinks cups.

On vehicles equipped with cooking facilities they should only be used by experienced personnel preferably while the vehicle is stationary, distribution of hot food must be carried out maintaining three points of contact and no more than one item at a time.

When moving through a moving vehicle with hot drinks or food try to be aware of developing road conditions by keeping an eye on the road ahead. Always try to serve hot refreshments when risk is lowest i.e. motorways, dual carriageways and general open roads.

DOS & DON'TS OF COACH TRAVEL

DO:
- Remain seated at all times whilst the coach is in motion and wait until the vehicle has come to a complete standstill before leaving your seat.
- Wear your seatbelt at all times whilst the coach is in motion - Be aware that the vehicle may have to stop suddenly.
- Maintain three points of contact.
- Be aware of others moving about the vehicle close to you.
- Listen for passenger announcements on safety and vehicle stopping points.
- Use handrails or seats for stability when moving about within the vehicle.
- Be prepared for sudden changes of direction.
- Stow luggage safely in the overhead lockers/racks.

DON'T:
- Walk about in a moving coach unless it is absolutely unavoidable.
- Stand up in aisles to chat or stretch legs.
- Distract the driver.
- Pull door/window handles unless in an emergency.
- Push call/stop buttons without good reason as it distracts the driver.
Introduction
This code of practice is designed to ensure that all disabled customers are offered a common high standard of service when travelling with National Express Transport Solutions.

This code is designed for use within National Express Transport Solutions and sets out our commitment to disabled customers and the roles and responsibilities of the company, its employees, customers and partners in meeting those needs.

Who does the code of practice apply to?
Our code applies to all disabled customers, including:
- Wheelchair users
- Blind or partially sighted customers
- Deaf or hard of hearing customers
- Customers with learning disabilities
- Customers with mobility difficulties

Our commitment to you - What we can do
When hiring a vehicle and you know you have passenger that may need assistance, it is your responsibility to tell us 48 hours before you intend to travel what it is you require. We will advise you what assistance we can provide at each stage of your journey where we are able to provide our own staff. The more information we have about your requirements, the better prepared we will be to meet your needs when you travel with us.

While we are not able to reserve specific seats, on our coaches, the front seats in the coach could be reserved with a request from the customer. Seats are subject to availability.

Our drivers will assist with the loading and unloading of customers' luggage in the coach, but may need assistance with items over 20kgs.

If you need assistance getting on or off a coach, advise us when you confirm your booking by way of the acceptance form. Every effort will be made to provide this assistance in a timely and comfortable manner.

We will accept lightweight manual wheelchairs, subject to them being capable of being stowed in the luggage hold of the coach. We regret that we are unable to accept manual wheelchairs that are more than 20kg in weight.

We do have vehicles specifically designed to carry one passenger travelling in their wheel chair in the main coach cabin, however the vehicle is specifically designed to carry a reference wheelchair. You will need to ensure that your wheelchair complies with the dimension set out in Diagram A on the next page and is a type that is capable of being secured, to ensure correct and safe carriage. In the event that your wheelchair exceeds the dimensions or we are unable to restrain the chair safely, you will be unable to travel in this way.

The wheelchair lift has a safe working load of 300kgs. This is to include the wheelchair and occupant plus an assistant. Over this weight will mean the wheelchair and occupant will be refused travel.

Any passenger travelling in a vulnerable seat or seating position will be required to wear the seat belt supplied and any seat restraint mechanism must be securely and correctly fitted. The company will retain the right to refuse travel to any passenger seated in these positions that refuse to wear a seat belt. For clarity a vulnerable seating position is a seat or position at the front of the vehicle or any seat or position immediately facing a gangway, aisle or stairwell.

We will accept small mobility scooters and powered wheelchairs for travel subject to the following:
- The scooter or powered wheelchair will break down into separate parts each weighing no more than 20kgs.
- The disabled customer is accompanied at the point of departure and arrival by a companion who is able to dismantle and reassemble the powered wheelchair/scooter to enable stowage in the coach.
- The powered wheelchair/scooter is operated by dry cell batteries only.

We will accept officially trained and approved assistance animals when accompanying its owner or user. We regret that no other animals will be carried.

We will allow customers who require them to carry personal oxygen supplies in hand held bottles.(2kg)

We will advise you if you make a request that we cannot fulfil.

If your pre-booked arrangements have not met your expectations and you notify us, we will investigate and report back to you.

We welcome feedback and comments from disabled customers about how we can improve our service to you. In meeting these commitments, we will take into account the Disability Discrimination Act 1995 as it applies to coach operations.
Our commitment to you - What we cannot do

Our staff are not permitted to assist customers with their eating or personal hygiene. Health and safety considerations mean we cannot lift or carry you, and cannot provide medical services such as giving injections. If a medical condition requires others to provide this type of care, you should travel with a companion who can assist you during your journey.

Our drivers and staff are unable to provide personal care services at coach stations or during the journey.

Our drivers and staff are unable to dismantle or reassemble mobility scooters or powered wheelchairs that have been approved for travel.

Our own staff and Drivers will not be expected to:

Lift or carry customers on and off coaches or take any other action that may put their own health, safety or welfare at risk.

Provide personal care to customers that are waiting to travel, during the coach journey or on arrival at destination.

Provide any form of medical services, such as giving injections.

Dismantle or reassemble powered wheelchairs or mobility scooters that have been approved for travel.

Our Drivers will be expected to:

Recognize and offer reasonable assistance, wherever possible, to disabled customers and those customers with additional needs.

Be flexible, polite and respectful in their response to requests for assistance.

When possible, carry a disabled customers’ luggage to from the departure/pickup point.

Ensure that, when possible, the disabled customer is offered a seat in the priority seating area at the front of the coach.

Help customers with learning disabilities or those with visual impairments, who need assistance.

Assist blind and partially sighted customers by reading leaflets and provide appropriate assistance to them to gain access to and from coaches.

Keep other drivers or staff informed of the specific requirements of the disabled customer and ensure they provide appropriate assistance.

Attend any disability awareness training provided by the company.

Be aware of and make use of any equipment/aids provided by the company to assist disabled customers.

Safety advice for travelling on coaches
1. Applications
These conditions apply whether a contract has been made verbally or in writing. The hirer acts on behalf of all
the passengers traveling on the vehicle. 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. The company will only accept instructions from the hirer if the hirer is not going to travel with
the party, a representation must be chosen, and the company 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; allowing
stops to be made at suitable points to serve the comfort of the passengers and to satisfy legal requirements
regarding the use and rest of the vehicle. The hirer has no right to special conditions unless the company
has been specifically notified by the hirer, in writing, in which case it will be clearly shown on the confirmation.
Quotations are valid for 14 days unless otherwise notified and bookings can only be accepted subject to availability
at the time bookings are made. 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 if the hirer is the user unless this has been agreed with the company in advance. Please note that even
a small variation in the hire details can make a significant increase of cost. Examples of this would include the
need to send out a relief driver in order to comply with drivers’ work limits, or the securing of another vehicle
and driver if late return affected other work to which your coach and driver were assigned.

4. Passenger Safety
The hirer must make sure that every passenger traveling is aware of our Safety Advice. If you are going to appoint
a passenger to move around the vehicle whilst it will be in motion, then you need to request a copy of our Risk
Assessment before your hire. In the event you require a wheelchair accessible vehicle, please make sure you are
familiar with our Code of Practice.

5. Route and Time Variation
The company reserves the right to levy additional charges for additional mileage or time that has not been
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 the responsibility of the hirer to account for all losses
at these times. The company will not accept liability for any losses incurred by passengers who fail to follow
instructions given by the hirer.

6. Driver’s Hours
Large vehicles require a minimum of 10 hours for every 24 hours. These hours include the time for driver
breakdown should occur with any of the facilities i.e. fridge, video, PA system, toilet and coffee machine, the
company’s liability is limited to £2000 per facility.

7. 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 exceed the vehicle beyond this capacity.

8. Vehicle Facilities
The seating capacity will, at the time of booking, agree and specify the facilities on board the vehicle that you are hiring.
These facilities will also be detailed on your confirmation. It is the hirer’s responsibility to check the details and
inform the company if they are not correct. Whilst the company will endeavour to ensure that all facilities are in
working order on every vehicle, should a breakdown should occur with any of the facilities i.e. fridge, video, PA system, toilet and coffee machine, the company’s liability is limited to £2000 per facility.

9. Conveynance of Animals
On a private hire, no animals (other than guide dogs and hearing dogs notified to the company in advance) may
be carried on any vehicle without prior written agreement from the company.

10. Confirmation
Normally, written confirmation by the company is the basis for the acceptance of a hiring of a coach and
a subsequent alteration to its terms.

11. Payment
The hirer is responsible to pay any deposit and the full hire cost when due. If you fail to make due payments we are
entitled to terminate the contract or take legal action to enforce payment. 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.

12. Cancellation by Hires
a. If the hirer wishes to cancel any agreement, they are liable to forfeit any deposit paid and to make further
payments up to the following percentage of the hire price:

<table>
<thead>
<tr>
<th>DAYS PRIOR TO CANCELLATION CHARGE</th>
<th>PERCENTAGE</th>
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<tbody>
<tr>
<td>8 days or more</td>
<td>20%</td>
</tr>
<tr>
<td>6-7 days</td>
<td>35%</td>
</tr>
<tr>
<td>3.5 days</td>
<td>55%</td>
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<tr>
<td>2 days</td>
<td>75%</td>
</tr>
<tr>
<td>1 day</td>
<td>100%</td>
</tr>
<tr>
<td>Arrival of coach at departure</td>
<td>100%</td>
</tr>
</tbody>
</table>

b. The cost of accommodation, meals and theatre tickets, which have already been purchased by the
company at the request of the hirer, plus any administration charges incurred by the company, cancellation
due to inclement weather conditions will be charged as above:

b. Theatre tickets or other ancillary service once purchased are not returnable and must be paid for in full.

13. 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 the hirer taking any action to vary agreed conditions, ultimately, the company may
by returning all money paid and without further or other liability, cancel the contract.

14. Vehicle to be provided
The company 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. The company
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.

15. Breakdown and Delays
The company may give advice on journey times 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 these circumstances the company will not be liable for any loss or inconvenience suffered by
the hirer or his passengers.

16. Helicopters
In the unlikely event of having to cancel a flight due to unforeseen reasons of safety, operational concern or
inadventent weather conditions, the company or an 3rd party working directly for the company accepts no
liability to any party.

17. Agency Agreements
When the company hires in vehicles from other operators at the request of the hirer and where the company
arranges ancillary facilities such as meals, accommodation, fares, 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 the company shall, insofar as they are supplied by the hirer, be binding
on the hirer as if he had directly contracted such services and the hirer shall indemnify the company against any
loss, claim, damage or in respect of breach of such supplier’s terms and conditions brought about by the
hirer’s action.

18. 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 ‘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, the company cannot accept any liability that may be incurred for losses or damage that it would
otherwise accept under the terms of these Regulations. The hirer accepts responsibility for ensuring whether
they are so defined, and the company cannot accept liability for loss or damage incurred that should have been
the responsibility of the hirer. If the hirer was the legally defined retailer or agent then where the company acts as
an organiser or retailer, it will issue separate conditions of trading relating to its liabilities and responsibilities under the
Regulations.

19. Passengers’ Property
All vehicles hired by the company are subject to restrictions on carrying luggage for statutory safety reasons.
Any coach that is overloaded, whatever with passengers or their possessions, is likely to be stopped by the police
and not allowed to proceed until it is within the legal limits. To avoid the inconvenience and increased hire costs
occasioned by this, the hirer must observe seating capacity limits and any restrictions on the size, weight and
number of passengers’ luggage, purchases etc advised by and/or our driver. 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.
Whilst we will take all reasonable care with passengers’ luggage and other items which passengers may bring on
a coach, we do not accept responsibility for loss or damage to your luggage or possessions whilst on board the
vehicle. Hires must advise their passengers not to leave any valuables onboard the vehicle when it is left unattended.
Personal insurance of luggage and valuables is strongly recommended. All articles of lost property recovered from
the vehicle will be held at the company’s premises, where the vehicle is based, and will be subject to the current
Public Service Vehicle (Lost Property) Regulations. The company will provide details of this legislation on
request.

20. Conduct of Passengers
No person or organisation should agree to hire a coach unless they are prepared to accept the obligations
involved. As our contract is with you, not with your passengers, we have to insist that you accept responsibility
for any damage they might cause to our coach. The driver is responsible for the safety of the vehicle at all times,
and is empowered to proceed or stop the vehicle in the event of any breach of our Code of Practice or if drivers
waiver of the right to any alternative terms and conditions, the company 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.