



*** By requesting a quotation you are agreeing to the Shy Coaches Terms and Conditions if a booking is made.**

TERMS AND CONDITIONS OF HIRE

BOOKING

All bookings are confirmed in writing by the Company and it is the responsibility of the hirer to ensure that details contained within are accurate. The Company declines all liability for loss or inconvenience which may arise out of inaccurate bookings. The Company does not guarantee to complete any journey in any given time and will not be held accountable for any loss or inconvenience which may arise from the delay or detention of any vehicle arising from any cause whatsoever.

Should the vehicle be detained by the hirer, or be taken on a longer journey than contracted for, the Company reserves the right to make a proportionate additional charge.

DRIVERS HOURS REGULATIONS

The hirer undertakes to abide by all statutory requirements and regulations which may in any way affect the journey in questions. Drivers are familiar with those regulations and will comply with all reasonable requests of members of the party.

(The driver will be the judge of reasonableness as circumstances permit).

The hirer will depart from the destination or stopping places at the agreed times to ensure compliance with these regulations, and will on no account wait for members of the party who have failed to join the vehicle at the appointed time. The company declines all liability for loss, inconvenience, damage or injury arising from failure to convey any such member of the party.

PAYMENT

NON ACCOUNT CUSTOMERS ONLY

All payments must be cleared to commencement of journey; failure to comply with these terms will deem the booking automatically cancelled without prior notice from the Company.

ACCOUNT CUSTOMERS ONLY

All payments from account customers will be deemed DUE no later than 14 DAYS from DATE OF HIRE.

LATE PAYMENTS ACCOUNT CUSTOMERS

All invoices must be settled no later than 14 days from date of invoice

Our charge for every day late will be 50% of the invoice

CANCELLATION

Cancellation by the client: All instructions must be received from the hirer and the hirer will be responsible for any cancellation charges that may become due.

Cancellation by the Company: The Company reserves the right to cancel any hire booking giving reasonable notice. The company declines all liability for loss or inconvenience suffered as a consequence of such action.

CANCELLATION CHARGES

Less than 14 days notice = 50% of invoice payable

Less than 7 days = 75% of invoice payable

Less than 24 hours = 100% of invoice payable



COACH PARKING

Coach parking unless stated on the invoice is ***NOT INCLUDED*** in the price of hire. Any such charges which may become payable for the parking or waiting of the vehicle whilst undertaking a hire is the sole responsibility of the hirer and must be paid in full on the day as circumstances permit.

ALCOHOL

No alcohol will be permitted inside the vehicle at any time under any circumstances. Alcohol illness within the vehicle + **MINIMUM CHARGE OF £200.00** payable to the driver (account customers will be invoiced).

SMOKING

All vehicles are NO SMOKING throughout. No smoking is permitted on vehicles at any time; offenders will be requested to leave the coach and may become liable to a fine of £500.00

VEHICLES

The Company reserves the right to amend size and type of coach in exceptional circumstances, although this will be avoided as far as possible.

PETS

In the interest of fellow comfort, dogs and other pets are not permitted on board the vehicles, guide dogs, however are accepted but must be stated at the time of booking.

LUGGAGE

The carriage of luggage is entirely at the owner's risk, the Company will not be responsible for any damage to, or loss of, personal property carried within the luggage area or within the passenger area of the vehicle.

OFFENSIVE OR INCOMPATIBLE CONDUCT

The Company reserves the rights to decline any booking and to request any passenger to leave the vehicle if it deems his/her conduct to be incompatible to the comfort of the other passengers. Radio cassette players must not be played whilst on board the vehicle.

COMPLAINTS

Should you have problem or complaint it is essential that you notify the driver immediately. If you then remain of the opinion that your complaint has not been dealt with satisfactory, you should notify our office in writing within no later than 7 days after you scheduled return date.

Acceptance of this confirmation/invoice implies acceptance of the above mention conditions.

OUR DAY TRIP TERMS

The coach will leave at the designated times stated on the booking form, please make sure are on time for your departure and return journeys.

DAY TRIP CANCELLATIONS

Cancellation by the Client: Once you have booked your day trip there are no refunds.

Cancellation by the Company: The Company reserves the right to cancel any day trip giving reasonable notice. The company declines all liability for loss or inconvenience suffered as a consequence of such action.