

Bluebell VIP Travel- Booking Terms & Conditions

1. These conditions apply whether a contract is made verbally or in writing. The hirer contracts the company upon behalf of the hirer and as an agent for all passengers travelling on the vehicle. The hirer warrants that he has the full authority of all passengers to enter into this contract on their behalf and to accept these Conditions of Hire. The hirer shall indemnify the company against any loss claim, damage, award or settlement which may be made against the company in excess of the exclusions and limitations of liability contained in the Conditions of Hire as a lack of authority upon the part of the hirer to enter into this contract.
2. Quotations are given on the basis of using the most direct route and on the information given by the hirer. The route used will be at the discretion of the company unless the hirer states otherwise and is specified in the Confirmation.

All quotations are given subject to the company having available vehicles at the time of booking.

Quotations are valid for 28 days from the date of quotation.

Unless stated on the confirmation admission charges, meals, accommodation and coach parking charges are not included in the quotation and the hirer agrees to pay such charges.
3. Unless confirmed in writing by the company, the vehicle should not be assumed to remain at any point between the outward and return journey nor to remain available for the hirers use when parked at such points.
4. Should a vehicle be detained by the hirer or taken on a longer journey than that contracted for, the company reserves the right to make an additional charge pro-rata to the price.

The vehicle will depart at times agreed with the hirer and the company will not be liable for any loss or injury sustained by any passenger who fails to join a vehicle at the appointed time.
5. The hours agreed with the operator for the quotations of any hire must be strictly observed (other than in the case of emergency or diversion) so that the regulations governing drivers hours and rest periods can be complied with. The operator reserves the right to curtail or otherwise alter any hire which does not comply with the regulations. Neither the hirer nor any passenger shall delay the departure of a vehicle or otherwise interrupt the journey so putting the driver at risk of breaching the regulations relating to the driver's hours or work and duty. The hirer will indemnify the company against any extra expenses or charges which the company may incur including, but not limited to the cost of providing a replacement driver.

Any hire that cannot be undertaken by using a vehicle that is double manned in the maximum time allowed under this rule will not be entered into by the company under any circumstances, and the company reserves the right to cancel any contract made verbally or in writing.

The hirer must not load any vehicle beyond the number of passengers which is legally permitted to carry.
6. On a private hire, no animal (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.
7. Normally, written confirmation by the company is the only basis for the acceptance of a hiring or for a subsequent alteration to its terms.
8. Any deposit requested must be paid by the time stated, and payment in full must be made before the start of the hire unless the company has agreed in writing to a variation in this condition. 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 be made.

The company reserves the right to cancel any hire made verbally or in writing that has not had a deposit or any payment.
9. Should the hirer wish to cancel any arrangement, the following scale of charges shall apply in relation to the total hire charge.

DAYS PRIOR TO CANCELLATION (HIRE CHARGE)

In the event of cancellation all deposits will be lost and the following charges applied

10 days or more	10% of hire
6-9 days	25% of hire
3-5 days	35% of hire
1-2 days	50% of hire
Day of hire	75% of hire
Arrival of coach	85% of hire (minimum)
After departure	100% of hire

The cost of accommodation, meals and theatre tickets which have already been purchased by the company at the request of the hirer, will be charged to the hirer, plus any administration charges.

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

Theatre tickets once purchased are not returnable and must be paid for in full.

10. In the event of any emergency, riot, civil commotion, strike, lockout, 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 of the hirer taking any action to vary agreed conditions unilaterally, the company may, by returning all money paid and without further or other liability, cancel the contract.
11. The company reserves the right to provide a larger vehicle than that specified at no additional charge unless any extra seats are used. If extra seats are used an additional charge will be made pro-rata to the hire charge.

The company reserves the right to substitute other vehicles (including those of other operators) or ancillary facilities for all or part of the hiring subject to such substitutes being at least equivalent quality.

Equipment within the coaches (including radios, audio and video players, microphone, and public address systems, beverage facilities and toilet facilities) is provided at the discretion of the company unless the quotation specifies that any such facilities will be available. Whilst every endeavour will be made to comply with the hirers subsequent requests, the company cannot guarantee to meet any such requests.
12. The company gives its advice on journey times in good faith. However, in the event of breakdown or traffic congestion, beyond the reasonable control of the company, journeys may take longer than predicted and in those circumstances the company will not be liable for any loss or inconvenience suffered by the customer as a result.
13. The company will not be responsible for loss or damage or theft of luggage or personal property left on our coaches by the hirer.
14. All articles of lost property recovered from the vehicle will be held at the company's depot at which the vehicle is based and will be subject to the current Public Service Vehicle (Lost Property) regulations.
15. The driver is responsible for the safety of the vehicle. Any passenger whose conduct is in breach of statutory regulations may be removed from the vehicle or prevented from boarding on the driver's authority. The hirer will be responsible for the conduct of passengers and for any damage caused to the vehicle by passengers during the hire. The Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990 apply.
16. Any complaints in respect of the company's services should be made in writing to the company's head office within 14 days.
17. Other than a vehicle fitted expressly for that purpose, food (except confectionery) and drink (including alcoholic beverages) may not be consumed on the vehicle without prior consent.
18. Contracts made in England, Wales or Northern Ireland will be governed by English Law.