

Glasgow Coach Drivers  
TERMS AND CONDITIONS

These terms and conditions constitute a written and verbal agreement between Glasgow Coach Drivers and its customers. Its customers agree to be legally bound by these terms and conditions. Your statutory rights are not affected.

**Payment**

Full payment before journey commences unless prior account arrangements have been made.

**Cancellation schedule**

Any cancellations will result in the loss to the customer of any deposit paid.

**Pick up and drop offs**

Unbooked pickups and drop offs are not permitted for insurance purposes.

**Sickness**

In the event of travel sickness or illness causing discharge a £80 per person cleaning charge is Payable to Glasgow Coach Drivers

Airports, Seaports and Train stations

The return fare will be forfeited as a cancellation if:

1. The customer gives the wrong return date, time and numbers (i.e. Flight numbers)
2. A journey is rearranged after booking and the customer fails to inform Carl's Minibus Of the new details
3. Custom and excise authorities hold the customer for more than 30 minutes after Clearance
4. If return journey is diverted to another location the return fare is payable to Glasgow Coach Drivers

**Waiting time**

Waiting time will be charged at £5 per 10 minutes after the first 15 minutes. The vehicle will Wait a maximum of 35 minutes without prior consultation.

Traffic and road condition and delayed journeys

Glasgow Coach Drivers will not accept responsibility for the delays due to the traffic and/or road Conditions

Cancelled or delayed flights, ferries and trains or any circumstances that are Beyond their control in such circumstances we will collect customers as quickly as possible.

**Damage to vehicle**

The hirer shall be fully responsible for any damage caused inside or outside of the vehicle by The hirer or any of the hirer's party however caused. This includes incidents to any third party,

Which results in damage to the vehicle or its contents the hirer agrees to be liable for the total retail cost of the repair.

**Personal possessions**

Glasgow Coach Drivers will not except responsibility for any personal possessions left on the bus.

Use of vehicle

Unless confirmed in writing by Glasgow Coach Drivers the vehicle should not be assumed to remain At any point between the outward and return journeys or to remain available for the Hirer's Incidental use when parked at such points.

### **Driver's hours and rest periods**

The hours agreed with Glasgow Coach Drivers for the operation of any hire must be strictly observed (Other than in the case of serious emergency or diversion) so that current regulations Governing drivers' hours laid down by VOSA and rest periods can be complied with.

Glasgow Coach Drivers reserves the right to curtail or otherwise alter any hire which does not comply With the relevant regulations<sup>7</sup>

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### **Route and time variation**

The route will be at the sole discretion of the driver and it will not affect this agreement if the Route travelled is not in fact the shortest or quickest. Should a vehicle be detained by the Hirer

Or taken on a longer journey than that contracted for, Glasgow Coach Drivers reserves the right to Make an additional charge commensurate with the costs incurred. During the hiring the driver

Is the sole judge of the reasonableness of any request for a change of route or time? In any Even the vehicle(s) will depart at times agreed with the Hirer and Glasgow Coach Drivers will not be

Liable for any loss or injury sustained by any passenger who fails to join a vehicle at the appointed time.

### **Animals**

No animal may be carried without the prior agreement of Glasgow Coach Drivers.

### **Liability**

In so far as our duties extend to providing a professional, safe and fit for purpose product Glasgow Coach Drivers, its staff and agents shall not be liable for any injury, loss, consequential loss Expense, damage, accident, delays, journey delays or cancellation, irregularity, stranded

Individual, personal negligence, weather, traffic and/or conditions, quarantines, sickness, Disease, act of god, government restriction, legal restriction or otherwise which are adjudged out of Glasgow Coach Drivers control.

In all cases relating to services, which Glasgow Coach Drivers provides the maximum liability? Payable shall not exceed the total fee collected for the provision of this service provided.

### **Reserve the right**

The right is reserved by the driver/representative of the company to decline, to accept or Retain any person for carriage at the discretion of the driver/representative, who is violent, Abusive, drunk and disorderly, misuses un-prescribed drugs, fails to pay the correct fare, acts In a dangerous or disruptive manner or insulting other passengers or any other such Unacceptable behaviour Glasgow Coach Drivers shall determine the location of any such repairer.