



COACH TO GROUP LTD

COACH TO ANYWHERE

PRIVATE HIRE TERMS & CONDITIONS

Registered office	20 St Chads Way, Prestatyn, LL19 8SN
Private hire	privatehire@coachtogroup.co.uk 07776 149982
Website	www.coachtogroup.co.uk
Privacy policy	https://www.coachtogroup.co.uk/privacy-policy
Operator licence number	PG2093846

These Terms and Conditions apply to private coach and minibus hire provided by Coach To Group Ltd, trading as Coach To Anywhere ("the Company", "we", "us" or "our"). The person or organisation making the booking is referred to as "the Hirer" or "you".

The accepted quotation, booking confirmation and these Terms and Conditions form the agreement between the Company and the Hirer. Please read them before accepting a quotation.

1. Quotations and bookings

1.1 All quotations are based on the itinerary, journey details, vehicle requirements, passenger numbers and timings supplied by the Hirer.

1.2 Quotations are subject to vehicle and driver availability and are valid for the period stated in the quotation. If no validity period is stated, the quotation remains subject to availability until the booking is confirmed.

1.3 A booking is confirmed once the Company has accepted it in writing and the required booking deposit has been received, unless alternative arrangements have been agreed in writing.

1.4 Any provisional booking is subject to the conditions specified by the Company. A provisional date is not guaranteed unless confirmed in writing.

1.5 The Hirer must provide accurate information about collection points, destinations, passenger numbers, timings, luggage and special requirements.

1.6 Changes to the agreed itinerary, timings, passenger numbers, destinations or vehicle requirements must be requested in writing and approved by the Company.

1.7 Changes that increase the cost of providing the service may incur additional charges. We will communicate additional charges and seek agreement before proceeding wherever reasonably practicable.

1.8 The Company may decline a booking or requested change where it cannot reasonably, safely or lawfully be accommodated.

2. Hire charges and payment terms

2.1 The total hire charge will be specified in the written quotation or booking confirmation.

2.2 Unless otherwise agreed in writing, a **£50 booking deposit is payable for each confirmed hire date.**

2.3 The remaining hire balance must be paid in full no later than **14 days before the hire date.**

2.4 Where a booking is made less than 14 days before the hire date, full payment may be required at the time of booking.

2.5 For bookings covering multiple dates, deposit and payment arrangements will be specified in the quotation or booking confirmation. Where dates are booked individually, each date will normally have its own payment deadline.

2.6 The Company may agree alternative payment arrangements in writing. Those arrangements will take precedence over the standard payment schedule for that booking.

2.7 Failure to pay by the agreed deadline may result in the Company suspending or cancelling the booking, subject to these Terms and Conditions and applicable law.

2.8 The Hirer is responsible for ensuring that payments reach the Company in cleared funds by the relevant due dates.

2.9 Additional charges arising from agreed changes, additional mileage, extra stops or extended waiting time will be invoiced separately where applicable.

2.10 Prices and VAT treatment, where applicable, will be stated in the quotation.

3. Refundable security deposits

3.1 In addition to the booking deposit and hire charges, the Hirer must pay a refundable security deposit before the hire takes place, unless otherwise agreed in writing.

3.2 The applicable security deposit is **£200 for coach hire** and **£100 for minibus hire**.

3.3 The security deposit is separate from the £50 booking deposit and is not a payment towards the hire charge.

3.4 The security deposit is held against reasonable costs arising from damage to the vehicle, loss of vehicle equipment, or exceptional cleaning required as a result of the Hirer or their passengers.

3.5 Following the hire, the Company will carry out a reasonable inspection of the vehicle's condition and cleanliness.

3.6 Where the vehicle is returned in a satisfactory condition, with no damage, missing equipment or exceptional cleaning required, the security deposit will be refunded in full.

3.7 Where damage, loss of equipment or exceptional cleaning is identified, the Company may deduct a reasonable amount reflecting the actual cost of repair, replacement or cleaning, subject to applicable law.

3.8 The Company will explain any proposed deduction and provide supporting evidence, such as photographs, invoices or estimates, where reasonably available.

3.9 Ordinary wear and tear and normal use of the vehicle will not be charged to the Hirer.

3.10 If reasonable, recoverable costs exceed the security deposit, the Hirer may be responsible for the additional amount to the extent that the loss was caused by the Hirer or their passengers.

3.11 Any undisputed balance of the security deposit will be returned promptly following the inspection. If further investigation or a repair estimate is reasonably required, the Company will explain the reason for any delay and return any undisputed amount without unnecessary delay.

3.12 The security deposit does not limit the Hirer's liability for other losses that are legally recoverable.

4. Cancellation by the Hirer

4.1 Cancellation requests must be submitted in writing by the person or organisation that made the booking.

4.2 The £50 booking deposit contributes towards the administration and costs associated with accepting and preparing a booking. It is not automatically non-refundable in every circumstance. Any deduction must be fair, proportionate and lawful.

4.3 If the Hirer cancels a booking, the Company may charge a reasonable cancellation fee reflecting the losses arising from the cancellation. This may include unrecoverable costs, committed vehicle or driver costs and reasonable administrative costs, taking account of costs saved and any opportunity to rebook the vehicle.

4.4 Any cancellation charge will be assessed in accordance with the circumstances of the booking and applicable law. The Company will confirm any amount retained and any refund due in writing.

4.5 Where a booking covers multiple dates, cancellation of one date does not automatically cancel the remaining dates.

4.6 Requests to change a hire date will be considered subject to availability. Additional costs arising from an agreed change may be payable by the Hirer.

4.7 Nothing in this section removes or restricts any statutory cancellation or consumer rights that apply to the booking.

5. Cancellation by the Company

5.1 If the Company has to cancel a booking and cannot provide a suitable alternative agreed with the Hirer, all payments received for the affected service will be refunded.

5.2 Where cancellation results from circumstances outside the Company's reasonable control, we will inform the Hirer as soon as reasonably practicable and discuss available alternatives.

5.3 Any further liability arising from cancellation will be determined in accordance with applicable law and the circumstances of the cancellation.

5.4 Nothing in this section excludes or limits liability that cannot lawfully be excluded or limited.

6. Itinerary, collection times and waiting time

6.1 The agreed itinerary and timings will be recorded in the quotation or booking confirmation.

6.2 The Company will make reasonable efforts to follow the agreed itinerary. Journey times may be affected by traffic, road closures, adverse weather, accidents and other circumstances outside our reasonable control.

6.3 The Hirer must ensure that passengers are ready at the agreed collection points at the agreed times.

6.4 The driver may amend the route, stopping arrangements or timings where reasonably necessary for safety, legal compliance or operational reasons.

6.5 Additional stops, changes of destination, extra mileage and extended waiting time are not included unless specified in the quotation.

6.6 Where passenger delays or requested changes result in additional costs, reasonable additional charges may apply. We will communicate these charges wherever reasonably practicable.

6.7 The Company cannot guarantee arrival at a specific time where delays arise from circumstances outside its reasonable control.

6.8 The Hirer should allow suitable contingency time for flights, events, appointments and onward travel. The Company is not responsible for consequential losses arising from delays except where the Company is legally responsible.

7. Vehicles and passenger capacity

7.1 The Company will provide a vehicle suitable for the agreed booking and compliant with applicable legal and safety requirements.

7.2 The Company's vehicles include a Volvo coach with capacity for up to **48 passengers** and a minibus with capacity for up to **16 passengers**.

7.3 The vehicle and permitted passenger capacity for each booking will be confirmed in the quotation or booking confirmation.

7.4 Passenger numbers must not exceed the vehicle's permitted capacity.

7.5 The Hirer must notify the Company in advance of any accessibility requirements, mobility equipment, substantial luggage or other requirements that may affect vehicle suitability.

7.6 Any specific vehicle features or facilities must be confirmed in writing. Features should not be assumed unless expressly included in the booking confirmation.

7.7 The Company may provide a suitable alternative vehicle where reasonably necessary, provided it is legally compliant and appropriate for the agreed service. We will notify the Hirer of any material substitution as soon as reasonably practicable.

8. Passenger conduct and safety

8.1 The Hirer is responsible for informing passengers of the relevant conditions and ensuring they behave responsibly.

8.2 Passengers must follow the driver's reasonable instructions and comply with applicable road traffic and passenger safety laws.

8.3 Seatbelts must be worn where fitted and required by law.

8.4 Smoking and vaping are prohibited inside Company vehicles.

8.5 Passengers must not damage the vehicle, interfere with the driver, obstruct aisles or emergency exits, or behave in a way that compromises safety.

8.6 Illegal activity, abusive behaviour, threats and violence will not be tolerated.

8.7 Alcohol may only be carried or consumed where expressly permitted by the Company and lawful. Permission must be obtained in advance.

8.8 The driver may refuse entry to, or require a passenger to leave the vehicle at a safe and appropriate location, where their behaviour presents a genuine safety risk or makes continued travel unsafe or unlawful.

8.9 Where serious misconduct occurs, the driver may stop the vehicle at a safe location and contact the appropriate authorities if necessary.

8.10 The Company will act reasonably and proportionately when addressing passenger misconduct, taking account of its legal and safeguarding obligations.

9. Damage, exceptional cleaning and lost property

9.1 The Hirer may be held responsible for damage caused by the Hirer or their passengers, to the extent permitted by law.

9.2 Reasonable charges may apply where damage, loss of vehicle equipment or exceptional cleaning is caused by the Hirer or their passengers.

9.3 Any charge must reflect the reasonable cost incurred and will not include ordinary wear and tear or normal cleaning associated with the hire.

9.4 The Company will provide an explanation of any charge and supporting evidence where reasonably available.

9.5 The Hirer and passengers are responsible for checking that personal belongings are removed from the vehicle at the end of the journey.

9.6 The Company will make reasonable efforts to identify and return lost property where practicable. Any postage or delivery costs must be agreed before being incurred.

9.7 The Company's liability for lost or damaged property will be determined in accordance with applicable law.

10. Breakdowns, mechanical issues and replacement vehicles

10.1 The Company will take reasonable steps to maintain its vehicles and provide the booked service safely.

10.2 If a breakdown, mechanical fault or other operational issue occurs, the Company will take reasonable steps to arrange repairs, replacement transport or other suitable assistance where available.

10.3 A replacement vehicle cannot be guaranteed immediately, particularly where circumstances are outside the Company's reasonable control.

10.4 If the Company cannot provide the agreed service, any refund, alternative arrangement or further liability will be determined in accordance with applicable law and the circumstances.

10.5 Nothing in this section limits the Company's legal obligations to provide services with reasonable care and skill.

11. Luggage and prohibited items

11.1 The Hirer must provide accurate information about luggage quantities and any unusual or bulky items before the booking.

11.2 Luggage must be stored safely and must not obstruct aisles, emergency exits or access to safety equipment.

11.3 The Company may refuse items that are dangerous, unlawful, excessively bulky or unsuitable for the available storage space.

11.4 Passengers must not bring dangerous or unlawful items onto the vehicle.

11.5 The Hirer should ensure that valuables and essential belongings remain secure and are not left unattended.

12. Driver hours and legal compliance

12.1 All services are subject to applicable legislation, vehicle restrictions, driver licensing requirements, drivers' hours rules and road safety requirements.

12.2 The driver may refuse any request that would be unsafe, unlawful or incompatible with applicable driving, rest or working time requirements.

12.3 If the requested itinerary cannot reasonably be completed within applicable legal limits, the Company may require a revised itinerary, additional driver or alternative arrangements.

12.4 Any additional costs arising from a change requested by the Hirer will be discussed and agreed wherever reasonably practicable.

12.5 The driver's safety-related decisions must be respected by the Hirer and passengers.

13. Insurance and liability

13.1 The Company will maintain the insurance required by law for the services it provides.

13.2 Nothing in these Terms and Conditions excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any other liability that cannot lawfully be excluded or limited.

13.3 Subject to the preceding paragraph, the Company will be responsible for losses that are reasonably foreseeable and arise from its breach of contract or negligence, in accordance with applicable law.

13.4 The Company is not responsible for losses caused by inaccurate information supplied by the Hirer, unlawful instructions, passenger misconduct or circumstances outside its reasonable control, except where the Company remains legally responsible.

13.5 The Hirer is responsible for arranging any separate insurance they consider appropriate for event tickets, accommodation, connecting transport or other arrangements outside the agreed hire.

14. Complaints

14.1 Any concerns should be raised with the Company as soon as reasonably practicable so that we have an opportunity to investigate and resolve the issue.

14.2 Complaints should be submitted in writing to privatehire@coachtogroup.co.uk, including the booking reference, hire date and details of the issue.

14.3 The Company will acknowledge complaints promptly and aim to provide a substantive response within a reasonable period.

14.4 Making a complaint does not affect any statutory rights available to the Hirer.

15. Privacy and personal information

15.1 The Company will use personal information provided during the booking process to administer bookings, communicate with the Hirer, deliver the service, process payments and meet legal obligations.

15.2 Personal information will be handled in accordance with applicable data protection law and the Company's privacy notice: <https://www.coachtogroup.co.uk/privacy-policy>.

15.3 The Hirer should only provide personal information about passengers where they have a lawful basis to do so.

16. General provisions

16.1 These Terms and Conditions, together with the accepted quotation and booking confirmation, form the agreement between the Company and the Hirer.

16.2 Any variation must be agreed in writing by the Company and the Hirer.

16.3 If any provision is found to be unlawful or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

16.4 These Terms and Conditions are governed by the law of England and Wales, and the courts of England and Wales will have jurisdiction, subject to any mandatory consumer rights.

16.5 Nothing in this agreement removes or restricts any consumer rights that cannot legally be excluded.