

ROUTEMASTER HIRE TERMS AND CONDITIONS

Breakdown and Delays

The company gives its advice on journey time 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 those circumstances the company will not be liable for any loss or inconvenience suffered by the hirer as a result.

Loss or Damage to Personal Property

The company will not be responsible for any damage to, or loss of, personal property left in vehicles, howsoever caused.

Liability for Injury

The company will not accept any liability for damage, injury or loss by any passenger standing up or walking around the vehicle whilst in motion.

Payment Terms

A non-refundable deposit of £100-00 is payable at the time of booking. The balance of the hire charge is payable no later than 14 days prior to the date of hire, unless other payment terms are agreed in writing. (The company reserves the right to decline to execute any work when the foregoing condition has not been adhered to, in which case the deposit becomes forfeitable by the hirer to the company.)

Passenger Capacity

No passenger may be carried in excess of the seating capacity.

Damage to Company Vehicles

The company's private hire vehicles are constructed and adapted to transport seated passengers only and standing on seats or use of roofs for viewing races, etc is not permitted. The actual hirer will be responsible for, and shall indemnify the company against any damage caused to the vehicle(s) as a result of negligence, willful or otherwise, and/or malice due to the action of all or any member(s) of the party.

Cancellation by the Hirer

- a. The company reserves the right to charge a cancellation fee on a sliding scale as follows
 1. Prior to 14 days of departure - Loss of Deposit.
 2. Within 7 Days of departure - 50% of Hire Charge.
- c. Cancellation due to inclement weather conditions will be charged as above

Consumption of Alcohol

Consumption and or carrying of alcohol in the passenger compartment of company vehicles is strictly forbidden.

Additional Charges

The company reserves the right to impose additional charges on the hirer following completion of the hire if the passengers have left the vehicle in an unreasonably untidy condition or having required additional time or mileage which was not included for in the originally booking.

No Smoking Policy

Smoking is strictly forbidden on all of our vehicles.

Parking and Toll Charges

Unless included in the Quotation, tolls and parking charges will be chargeable to the hirer.

Acceptance of our Quotation implies acceptance of all the above conditions.

Complaints

In the event of complaint about the company's services, the hirer should endeavor to seek a solution at the time by seeking assistance from the driver or from the company. If this has not provided a remedy, complaints should be submitted in writing to the company's registered office address or by email to info@grantpalmer.com