



Regency Coaches

Terms and Conditions

The terms and conditions below apply to all bookings with Regency Coaches Ltd unless otherwise stated in writing

1 The route travelled shall be at the sole discretion of Regency Coaches Ltd and the Driver according to road, traffic and weather conditions, unless a specific route has been agreed in writing with the Customer. No price discount shall be given if the route chosen is not actually the shortest.

2 For safety reasons there are restrictions on what passenger property can be carried as luggage on a Vehicle. The Customer shall advise Regency Coaches Ltd in advance of any unusual items which passengers may wish to bring as luggage. In any event whether and to what extent luggage can be carried shall be at the sole discretion of Regency Coaches Ltd and the Driver.

3 Whilst Regency Coaches Ltd will take every reasonable precaution to prevent loss or damage, any passenger luggage carried shall be entirely at the Customer's risk and Regency Coaches Ltd accepts no liability whatsoever for loss or damage to such luggage howsoever caused. The Customer should ensure it has its own appropriate travel insurance to cover such loss or damage.

4 For insurance and safety reasons each Vehicle has a maximum seating capacity and the Customer shall ensure that the number of passengers to be loaded does not exceed that capacity at any time.

5 The Customer must ensure that:

(a) The Customer's Party are properly behaved at all times. The Driver may refuse to allow a passenger to board the Vehicle or eject them from the Vehicle if in his sole discretion he considers them unfit to travel for whatever reason (for example, being drunk or abusive). The Driver may refuse to continue a journey if in his sole discretion he considers any passenger to be behaving in such a way as may put the safety of other persons and/or the contents of the Vehicle and/or the Vehicle itself at risk. No compensation shall be payable to the Customer in such cases;

(b) No passengers smoke on the vehicle at any time

(c) No passengers consume alcohol in the Vehicle without prior agreement of Regency Coaches Ltd;

(d) All passengers follow all instructions issued by the Driver;

(e) No bill, poster, sign or other notice is displayed in or on the Vehicle by the Customer without the prior agreement of Regency Coaches Ltd in particular as to the proposed size and location of the notice;

(f) No animals are carried on the Vehicle, other than guide dogs accompanying registered blind persons, and hearing dogs accompanying deaf;

(g) Vehicle seat belts are to be used at all times.

6 Regency Coaches Ltd maintains a strict standard of cleanliness in relation to its Vehicles. The Customer shall be responsible and liable for any soiling or damage to the outside or the interior of the Vehicle by the Customer's Party howsoever caused. Should the Vehicle require specialist or non-routine cleaning before its next trip as a result of any conduct on the part of the Customer's Party, in particular for the removal of vomit and disinfecting of affected areas, then without prejudice to its other rights and remedies Regency Coaches Ltd shall be entitled to recharge the cost of such cleaning to the Customer.

7 The Customer shall be fully responsible for all the acts and omissions of the Customer's Party and acknowledges on behalf of the Customer's Party the responsibility of passengers for their conduct.

8 Drivers' hours and rest periods are regulated by law. It is illegal for Drivers to work outside these hours. Regency Coaches Ltd will always plan journey schedules so as to minimise the risk of delays due to Drivers' hours rules. The Customer must adhere strictly to all collection times contained in the Confirmation and the Customer must not interrupt or delay a journey. If delays occur for whatever reason, Regency Coaches Ltd may curtail or otherwise alter the journey schedule for the Vehicle in order to seek to comply with the law. Where delays occur Regency Coaches Ltd cannot be held responsible for any losses arising due to the delays or non-performance of the Services unless they are due solely to Regency Coaches Ltd's negligence. 9. Customers are responsible for all coach parking charges unless otherwise agreed with Regency Coaches Ltd.

CHARGES PAYABLE UPON CANCELLATION If the Customer cancels the Contract before the Services are due to commence, then the following scale of cancellation charges shall apply:

Greater than 7 days notice – no charge

6-7 days – 10% of booking cost

4-5 days – 20% of booking cost

2-3 days – 50% of booking cost

Less than 48 hours notice – Full cost of the booking is payable

This does not apply to any out of pocket expense e.g. ferries, tolls, hotels etc. All deposits are non refundable.



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www.regencycoaches.co.uk

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Registered in England, Company Number: 6539057 VAT Registration Number: 940 9917 93



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