

Travelmasters

Terms & Conditions of Hire

1. These conditions apply whether a contract has been made verbally or in writing.
2. All prices stated are net.
3. The Hirer acts on behalf of all passengers travelling. If the hirer is a company, group or partnership, an individual must be named as a responsible person.
4. Quotations are based on the information given by the hirer.
5. The most direct and convenient route will be taken on the outward and return journey unless specified otherwise.
6. Quotations are valid for 28 days.
7. All requests for the hire of a specific vehicle are accepted subject to availability. If that vehicle is not available the company reserve the right to substitute an alternative vehicle including those of subcontractors.
8. It is the hirers responsibility to pay any deposits and full hire costs.
9. A non-refundable deposit of 20% must be paid when returning the booking form. The balance must be paid at least 7 days before date of travel.
10. The quotation is subject to vehicles being available at the time when the deposit and acceptance form are received. No booking will be deemed confirmed until these have been received and processed by ourselves.
11. Any cancellation made by the hirer after booking is confirmed will forfeit any deposit paid and will become liable for the following charges:-

8 days or more	-	deposit only
6 - 7 days	-	20%
3 - 5 days	-	30%
2days	-	50%
1 day	-	70%
Day of hire	-	100%

Any additional cost incurred (e.g. hotel/tickets/ferry etc) that have already been purchased by the company will also have to be paid.
12. The hirer cannot assume sole use of the vehicle between outward and return journey or the vehicle to remain at the destination unless this had been agreed in advance.
13. Due to laws regulating driver's hours, the hours agreed must be strictly adhered to. Delays in departure or variation to routes risk a breach of driving laws. If a breach is likely to occur additional costs will be levied.
14. It is the hirers responsibility to account for all passengers and that the vehicle departs on time. The company will not be held responsible for passengers who fail to follow instructions given.
15. All journey times are given in good faith. The company will not be held liable for any loss or inconvenience suffered as a result of break down, traffic congestion or other events beyond control of the company.
16. All vehicles hired are subject to restrictions on carrying passengers/luggage for statutory safety reasons. Should a vehicle be stopped by police and deemed overloaded, any additional costs incurred to allow the vehicle to proceed will be the hirers responsibility. To avoid this, please observe seating capacity limits and check luggage allowance with the company.
17. Although reasonable care is taken with passengers luggage and other items brought onto the vehicle, we do not accept responsibility for any damage caused whilst in transit. The company cannot be held responsible for valuables left on an unattended vehicle. The company recommends that personal insurance for these are taken out.
18. All lost property recovered from vehicle will be held at the companies premises and will be subject to the current Public Service Vehicle (lost property) Regulations.
19. It is the hirers responsibility for the conduct of other passengers travelling on the vehicle. The driver is not responsible for the safety of the vehicle and may remove any passenger whose conduct is in breach of statutory regulations.
20. The hirer is responsible for any damage caused to the vehicle by any passenger for the duration for the hire.
21. No animals (except guide dogs and hearing dogs notified to the company in advance) may be carried on any vehicle.
22. Other than on a vehicle fitted expressly for that purpose, food and drink, except for small items of confectionary may not be consumed on the vehicle.
23. In the event of any emergency, riot, civil commotion, strike or any other event over which the company has no control (Including adverse weather and road conditions) the company may by returning all money paid and without further liability cancel the contract.
24. The giving and placing of an order shall be deemed an acceptance of these terms and conditions of hire.
25. Any complaints in respect to the service given should be made in writing to the company as soon as possible and within 21 days of hire.