

Booking Terms and Conditions

If you have any questions about our Terms and Conditions, please contact us at **01761 434625** or info@arleen.co.uk.

1. Application of These Terms and Conditions

These terms and conditions apply to all contracts made verbally, in writing, or online. Any variations to these terms must be agreed upon in writing by both parties.

2. Quotations

- **Basis of Quotations:** Quotations are based on the most direct route and the information provided by you. The route used will be at our discretion unless a specific route is requested and confirmed in writing.
 - **Validity:** Quotations are valid for **30 days** unless otherwise stated.
 - **Deposit:** A non-refundable deposit of **£30.00 per coach**, plus any additional upfront costs (e.g., driver accommodation, parking permits), is required to secure the booking.
 - **Confirmation:** Written confirmation from us is the only basis for the acceptance of the hire or any subsequent alterations to its terms.
-

3. Price Guarantee

The quoted cost is guaranteed provided:

- The payment schedule is adhered to.
 - The original structure of the hire (e.g., route, timings, and vehicle type) is not altered.
-

4. Payment Terms

- **Balance Payment:** The balance for all hires is due **no later than 14 days prior to the departure date**.
 - **Late Payments:** For bookings made within **14 days of departure**, full payment is required at the time of booking.
 - **Payment Methods:** We accept payment by **bank transfer, cheque, cash, and credit/debit card**.
 - **Cheque Payments:** Cheques must be received **at least 17 working days before departure** to allow for clearance.
-

5. Cancellation Policy

- **Notification:** Cancellations must be made by telephone and confirmed in writing (email or post).
 - **Cancellation Charges:**
 - **More than 7 days before hire:** Full refund (excluding deposit).
 - **Within 7 days of hire:** **£30.00** cancellation fee.
 - **Day prior to hire:** **£100.00 or 30% of the hire cost**, whichever is greater.
 - **Day of hire:** **£200.00 or 50% of the hire cost**, whichever is greater.
 - **No-Show Policy:** If the hirer fails to show up on the day of hire without prior notice, **100% of the hire cost** will be charged.
-

6. Cancellation by Us

We reserve the right to cancel the contract in the event of:

- An emergency or force majeure event.
 - A unilateral variation of the agreed terms by the hirer.
In such cases, all monies paid will be refunded, and we will have no further liability.
-

7. Route or Time Variations

- **Additional Charges:** Any additional mileage or time incurred beyond the agreed terms will be charged at **£0.50 per mile** and **£30.00 per hour**.
-

8. Use of the Vehicle

Unless otherwise agreed in writing, the vehicle will not remain at any point between the outward and return journey.

9. Seating Capacity

- The seating capacity of the vehicle will be confirmed at the time of booking.
 - Exceeding the maximum number of passengers is a breach of contract and may result in **additional charges** or **termination of the hire**.
-

10. Vehicle Provision

While we aim to supply the specified vehicle, we reserve the right to provide a substitute vehicle of a similar or higher standard. **No refunds** will be given if a substitute vehicle is provided.

11. Breakdowns and Delays

- We cannot guarantee completion of any journey at a specific time and will not be liable for delays caused by breakdowns, traffic congestion, or other factors beyond our control.
 - In the event of a breakdown, we will either provide a replacement vehicle or arrange for a replacement coach.
-

12. Passenger Conduct

- Passengers must adhere to all rules regarding behaviour, alcohol consumption, and luggage.
 - **Health and Hygiene:** If a passenger feels unwell during the journey, they must inform the driver immediately. Soiling the coach due to illness or otherwise will incur a **cleaning fee of £85.00 per incident**.
 - Consequences for misconduct include **removal from the vehicle** and **additional charges for damages**.
-

13. Travel Insurance

- Travel insurance is **recommended** for all journeys and **mandatory** for international travel. Passengers are responsible for ensuring they have adequate coverage.
-

14. Complaints Procedure

- **Notification:** If you have any reason to complain during the hire, you should first notify the driver or our representative, who will endeavour to resolve the issue promptly.
- **Written Complaint:** If the matter cannot be resolved to your satisfaction, you must submit a written complaint within **14 days** of the hire to:

Arleen Coach Hire & Services LTD

14 Bath Road

Peasedown St John

Bath

BA2 8DH

Email: info@arleen.co.uk

- **Acknowledgement:** We will acknowledge all complaints within **14 days** and aim to resolve them within **28 days**.
 - **Escalation:** If your complaint cannot be resolved to your satisfaction, you may escalate it to the **Bus Users Ombudsman**. For more information, visit their website at <https://bususers.org>.
-

15. Legal Jurisdiction

The contract is governed by the laws of **England and Wales**.

16. Force Majeure

We are not liable for failure to perform our obligations due to events beyond our control, including but not limited to **natural disasters, pandemics, strikes, or government restrictions**.

17. Data Protection

We handle customer data in compliance with the **UK General Data Protection Regulation (GDPR)**. For details, please refer to our **Privacy Policy**.

18. Accessibility

- We are committed to providing accessible services for passengers with disabilities.
 - If you require a **wheelchair-accessible vehicle**, please notify us at the quotation or booking stage to ensure availability.
-

19. Environmental Policy

We are committed to reducing our environmental impact. A copy of our **Environmental Policy** is available upon request.

20. Entire Agreement

These terms and conditions, along with the booking confirmation, constitute the **entire agreement** between the parties and supersede any prior agreements or understandings.

Contact Information

Arleen Coach Hire & Services LTD

14 Bath Road

Peasedown St John

Bath

BA2 8DH

Tel: +44 (0)1761 434625

Email: info@arleen.co.uk

Website: www.arleen.co.uk