

Conditions of booking

A booking is deemed to have been made when we receive written confirmation from you accepting our quotation. These are the conditions of booking with Crawley Luxury, hereinafter called 'the company' and form the basis of the contract under which the company agrees to hire its vehicles to the customer hereinafter called 'the hirer'.

- All quotations are given subject to the company having available a suitable vehicle at the time the hirer accepts the quotation. Quotations are valid for 28 days unless otherwise notified.
- The hire charge is based on your requirements as shown on the quotation – should you request alterations to these details or vehicle facilities not initially included a supplementary charge may be due. In the event of an action by the hirer to vary the agreed conditions the company may have no choice but to return all monies paid and without further liability cancel the contract.
- In the event the vehicle is detained late by the hirer or used for a longer journey than contracted for, the company will make an extra charge dependent upon its own costs.
- In the event of a change of legislation, any additional tax imposed by the government, however labelled (transport/green tax/VAT) since the booking was made will be due in addition to the booking price.
- Once confirmation has been made with the hirer, at a minimum point of 30 days prior to departure date the company reserves the right to pass on increases in the cost of fuel in exceptional circumstances.
- Whilst a deposit is not required as standard for private hire bookings in certain circumstances (multiple vehicle movements, extended tours etc.) then one will be asked for at the time of booking.
- Any payments that we must make to a 3rd party i.e. pre-booked parking, ferry / shuttle crossings or accommodation will be payable under their terms of payment, not under our own therefore may be due at the time of booking. This information will be portrayed to you the hirer once we know.
- The balance of the hire charge will be invoiced after completion of the booking and is due in full within 30 days. The company reserves the right to decline to execute any work when the foregoing condition has not been adhered to, in which case any deposit paid becomes forfeitable by the hirer to the company.
- The company understands that there are occasions where the hirer may need to cancel their booking and the following charges will apply:

7 to 10 days prior	10%
3 to 6 days prior	25%
2 days prior	50%
Inside 48 hours	100%

Where your hire falls on a Sunday or Monday cancellation time is calculated from 17:30 Thursday prior

- Outside of 10 days there is no charge for the coach hire however upon cancellation the hirer may be liable to pay for any additional items or services that have been bought and paid for on behalf of the hirer in advance of the hire. Every effort will be made by the company to reduce this liability however all non-retrievable charges will be the responsibility of the hirer.
- Every effort will be made by the company to fulfil the hire as requested however we give advice on journey times 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.

- The hours of operation for the driver are strictly regulated by law and the hirer accepts the responsibility of ensuring the hire keeps to the hours and times as agreed by the company. Neither the hirer nor any passengers shall delay or otherwise interrupt the journey in such a way that the driver is at risk of breaching regulations relating to driving hours and duty time. If any breach is likely to occur, the hirer will be responsible for any additional costs incurred unless it is outside the control of the hirer.
- The driver is fully responsible for the safety of the vehicle and its passengers and has the right to refuse to carry any passengers in breach of the Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990 (as amended). These regulations set out certain rights and responsibilities for any damage caused to the vehicle by any passenger for the duration of the hire. The company will not accept any cost or responsibility for returning such passengers home.
- Where the hire is to a sporting event the hirer must be aware of the legal requirements relating to alcohol, contained in the Sporting Events Act 1985 (as amended) and the conditions of entry to race courses as laid down by the Race Course Association Ltd. The company will provide details of these restrictions on request.
- The consumption and or carrying of alcohol in the passenger compartment of company vehicles is strictly forbidden unless permission has been obtained in writing from the company.
- The hirer may be charged for any damage caused to the vehicle or extra cleaning required due to the conduct of the passengers.
- The company will not accept any liability for damage, injury or loss for any passenger standing up or walking around the vehicle whilst it is in motion.
- Hirers should note that the company operates a strict policy of no smoking on all company vehicles. This policy will be strictly enforced. We request all hirers bring this condition to the strict attention of all passengers intending to travel on the vehicle.
- All vehicles hired by the company are subject to restrictions on carrying luggage for statutory safety reasons. Large, bulky or heavy items may not be able to be carried and the hirer should take all reasonable steps to notify the company in advance of such requirements.
- The company accepts any personal property of the hirer and their passengers on the understanding it will take all reasonable steps to avoid loss or damage. It is the hirer's responsibility to minimise risk of loss when property is left unattended. The company will not be responsible for any damage to, or loss of, personal property left in vehicles howsoever caused.
- All articles of lost property recovered from the vehicle will be held at the company's premises where the vehicle is based and will be subject to the current Public Service Vehicle (Lost Property) Regulations. The company will provide details of this legislation upon request. Any high value items will require collection in person from said premises.
- On collecting passengers from airports, ferry ports etc. the coach will wait for one hour after the prearranged collection time free of charge. After that additional waiting time will be charged at the discretion of the company.
- The hirer cannot assume the use of the vehicle between outward and return journeys, nor that it will remain at the destination of the hirer unless this has been agreed with the company in advance.
- The company reserves the right to use alternative vehicles, providing they are of similar standard and have at least the required seating capacity. The company reserves the right to supply a larger vehicle than that ordered for any journey and in this event no additional charge shall be made to the hirer unless the additional seating capacity is utilised.
- No passengers may be carried in excess of the seating capacity of the vehicle and passengers must wear the seat belts provided at all times. Infants and babies may be carried either in parent's arms or in a seat but at all times must be included in the passenger count for the vehicle.
- The company works as hard as possible to ensure that the service you receive from us is as good as possible and therefore that you will not have any requirement to complain. However, we are also realistic, and when you carry thousands of passengers every year it is impossible to please everybody all of the time. Our complaint handling policy can be provided to the hirer upon request.