

TheGreenBus

The Green Transport Company Limited and The Green Bus Company Limited

Terms and Conditions of Bus Hire

These are the terms and conditions of hire of The Green Transport Company Limited and The Green Bus Company Limited (individually or together, "The Green Bus"). They form the basis of the contract under which The Green Bus agrees to hire vehicles to the customer ("the hirer").

1. Breakdown and Delays

The Green Bus 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 Green Bus, journeys may take longer than predicted and in those circumstances The Green Bus will not be liable for any loss or inconvenience suffered by the hirer as a result.

2. Loss or Damage to Personal Property

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

3. Liability for Injury

The Green Bus will not accept any liability for damage, injury or loss to any passenger who is standing up or walking around the vehicle whilst it is in motion.

4. Supplying Vehicles with Additional Seating Capacity

The Green Bus reserves the right to supply a larger bus 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.

5. The Use of Other Operators' Vehicles

In the event of unforeseen operational difficulties, The Green Bus reserves the right to substitute other operators' vehicles in place of its own for any journey or part thereof.

6. Payment Terms

Unless otherwise agreed, the hire charge is payable at least fourteen days prior to the date of hire. The Green Bus reserves the right to decline to operate the hire when the foregoing condition has not been fulfilled, in which case the deposit is forfeited by the hirer to The Green Bus.

7. Passenger Capacity and Seat Belts

No passenger may be carried in excess of the capacity of the vehicle. Where seatbelts are provided, the organiser must ensure that they are worn by all passengers.

8. Drivers' hours regulations

The hirer undertakes to abide by all statutory requirements and regulations which may in any way affect the journey or itinerary in question.

9. Damage to Company Vehicles

The Green Bus'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 hirer is responsible for, and shall indemnify The Green Bus against, any damage caused to the vehicle(s) as a result of negligence, wilful or otherwise, and/or malice due to the action of all or any member(s) of the party.

10. Cancellation by the Hirer

(a) The Green Bus reserves the right to charge a cancellation fee for any cancellation made 14 days or fewer before the date of hire. The fee shall not exceed the total hire charge quoted at the time of booking.

(b) The cost of accommodation, meals and theatre tickets which have already been purchased by The Green Bus at the request of the hirer will be charged, plus any administration charges incurred by The Green Bus.

11. Consumption of Alcohol

The consumption and or carrying of alcohol in the passenger compartment of any vehicle is strictly forbidden.

12. Returnable Additional Deposits

The Green Bus reserves the right to insist upon a returnable additional deposit being provided by the hirer in addition to the hire charge. This deposit will be returned to the hirer following completion of the hire provided that no additional expenses were incurred by The Green Bus as a result of the hirer's or passengers' actions.

13. Additional Charges

The Green Bus 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 original booking.

If the vehicle is detained late by the hirer or used for a longer journey than that contracted for, The Green Bus reserves the right to levy an additional charge if the hire continues beyond the agreed timings. The charges that will apply are £75 for the first 30 minutes or part thereof, and £50 for any subsequent 30 minutes or part thereof. The hirer is responsible for ensuring that the passengers to be conveyed are aware of the agreed departure time(s) and location(s) of the bus.

14. No smoking policy

Hirers should note that The Green Bus operates a strict policy of no smoking on all company vehicles. Hirers must bring this condition to the attention of all passengers intending to travel on the vehicle.

15. Airport or Ferry Transfers

On collecting passengers from airports, ferry ports, etc., the vehicle will wait for one hour after the pre-arranged collection time free of charge. After that additional waiting time will be charged at the discretion of The Green Bus.

16. Acceptance of our Terms and Conditions

Acceptance of our quotation implies acceptance of these terms and conditions.

17. Complaints

In the event of complaint about The Green Bus' services, the hirer should endeavour to seek a solution at the time by seeking assistance from the driver or from The Green Bus. If this does not provide a remedy, complaints should be submitted in writing and within 14 days of the end of the hire. The Green Bus shall reply to any complaints within 48 hours of receipt. Please contact our Sales Director on 0845 234 2222.

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