

terms & conditions

BOOKING TERMS & CONDITIONS

How do I reserve a coach? Bookings must be made by fax or letter. An agreed deposit (usually 25% of full charge) is required to secure the booking. This deposit should be sent to our offices, along with the details of your full requirements for the hire. You should check the details of the hire carefully and notify us immediately of any errors or changes.

When is the balance due? The balance for all hires is due no less than 14 days prior to the departure date. Any hires required within the 14 day period must be paid for in full at the time of booking. We accept payment by Cash, Cheque (Must Be with us a MINIMUM of 7 days prior to travel, to allow time for clearance), Bankers Draft, Bank Transfer or Credit Card (This transaction may incur further charges).

Is there a cancellation fee? Yes. Should you need to cancel your booking you should inform us by telephone, and then follow this up in writing. Our cancellation Charges are:

More Than 14 Days	Deposit Only*
Less Than 14 Days but more Than 48 Hrs	50% of Total Coach Hire*
Less Than 48 Hrs	100% of Total Hire Cost

*External suppliers costs (Sea Crossings, Guides etc) booked on your behalf may be payable in full. This price will be confirmed when you cancel.

Can I amend my booking? Yes. If the change is minimal, we do not charge for alteration. However if the amendments change the structure of the hire, then extra charges may occur, chargeable at an applicable rate. Redwing Coaches shall deem the alteration to be minimal or not.

Is the waiting time changed? If the waiting time exceeds the hours of the hire, then we make charges per hour or part thereof. These charges are variable according to the hire. NOTE: Our drivers are governed by EEC Drivers Hours Regulations. Under no circumstances will these Regulations be breached.

Is the price guaranteed? The accepted quotation is guaranteed providing the payment schedule for the hire is adhered to and the original structure of the hire is not altered. However, we cannot guarantee the price of external suppliers services booked on your behalf, as this is beyond the control of Redwing Coaches.

Do I need travel insurance? You are covered travelling within our vehicle under Road Traffic Act Insurance Requirements. It is not compulsory to take out further travel insurance although we highly recommend that you do, especially when travelling outside UK. NOTE: it is your responsibility to ensure you are adequately insured and you have correct travel documents when travelling outside UK.

How do I complain? Should you have reason to complain during the hire, you should inform a Redwing Representative who will endeavour to rectify the problem for you. If the matter cannot be rectified to your satisfaction, details of the complaint should be made in writing to: Redwing Coaches, 10 Dylan Road (off Milkwood Road) London SE24 0HL.

We can usually reach an amicable resolution to the few complaints we receive. In the unlikely event of a dispute arising between us concerning the terms of hire, then such dispute will be determined by arbitration. Either you or Redwing Coaches may apply to the Institute of Arbitrators for the case to be heard before an official arbitrator. Any contract between us shall be deemed to have been made under English Law, and complaints arising will also be dealt with by English Law.

Our responsibilities to you: Redwing Coaches shall supply all the inclusions of the hire as specified in the hire confirmation. We accept responsibility for acts and/or omissions of our employees. We make every effort to adhere to agreed timings, but cannot guarantee this.

We do not accept responsibility for: Bodily Injury, death or sickness to the signatory of the contract or any other persons except where this is caused by a member of staff of Redwing Coaches. In this case Redwing Coaches has unlimited indemnity for third party personal injury arising out of travel on a Redwing Coaches vehicle. This is NOT passenger travel insurance.

We do not accept responsibility or liability for: Delays caused by inclement weather, or unforeseen traffic conditions. Amenities supplied by third parties such as ferry companies, hotels or any other party contracted on your behalf. Any theft or damage to properties of the signatory of the contract or any other person travelling within the contract, except where such theft or damage is caused by a direct action of the employees of Redwing Coaches. Any delays caused by strike action, except where such strike action is caused by the employees of Redwing Coaches. Acts of God or conflict or war or force majeure.

Delays caused by passengers: The company shall not be held responsible or liable for delays caused by passengers arriving to the coach later than the specified time of departure or for passengers being held by police, immigration

or customs officials. Where such delays are caused the driver shall depart at the specified time and may leave any passenger(s) behind. Redwing Coaches shall not make any refund or compensation in such circumstances.

CONDITIONS OF CARRIAGE

Animals: No pets shall be carried without the written permission of the company. Guide dogs are allowed but the company must be informed prior to the date of hire.

Music: In the interests of other passengers no musical instruments or radios etc. shall be played without the company's permission. Such permission shall be shown on the confirmation.

Smoking: Is not permitted under any circumstances in our coaches.

Alcohol: Is only permitted on Executive Coaches with a server, and only with written permission from the Company. By law, it is prohibited to carry alcohol on any part of a coach travelling to or from a designated sporting event. Detailed information is contained in the Sporting Events (Control of Alcohol) Act 1985 as amended.

Drugs: It is strictly forbidden for any person to carry or consume drugs of any description except where such drugs are prescribed by a doctor. You may be required to produce medical evidence especially when leaving or entering countries.

Duty free & duty paid goods: It is your responsibility alone to ensure that you remain within the current laws with regard to Duty Free and Duty Paid regulations. The company shall not accept responsibility for any delay or confiscation of goods whatsoever. Copies of these regulations are obtainable from every place of departure from Great Britain. The driver shall decide on the amount of heavy goods that the coach can legally carry. His decision is final.

Punctuality: It is your responsibility to ensure that you return to the coach at the times stated by the driver. These times must be strictly adhered to in order to keep running schedules within the current laws. The driver's stated times are final and no refund or compensation shall be made to anyone returning late or thereby missing the coach.

Disorderly conduct: The company reserves the right to refuse travel to anyone it deems to be a nuisance or danger to its employees or passengers. In extreme cases of nuisance or danger the company may ask the police to assist in requiring the person(s) concerned to alight. The Company reserves the right to prosecute such offenders.

Sickness on board coaches: Redwing reserve the right to impose a cleaning charge of up to £175.00 plus VAT in any case of sickness affecting the coach. For schools a standard cleaning charge of £55 plus VAT will apply in these cases.

Any infringement of these conditions could render your hire with Redwing Coaches terminated without refund or compensation.

GENERAL INFORMATION

Currency & Passports: It is your responsibility to ensure that you are carrying the correct currency for each country visited, along with a current EC passport, or Non-EC passport with relevant visas.

Luggage: One suitcase plus one small piece of hand luggage is allowed. It is your responsibility to ensure that your luggage is correctly loaded and unloaded.

Changes to Itinerary: From time to time Redwing Coaches may have to change certain aspects of a given itinerary. Wherever possible such changes shall be notified to you in advance.

Use of vehicles: While every effort shall be made to supply a Redwing Executive or Standard Luxury coach, sometimes such vehicles become unavoidably unavailable. In such cases we shall supply the highest standard of vehicle available to us at the time. This form of hire shall be known as a sub-hire. For operational reasons the Company reserves the right to supply a vehicle of a higher specification than reserved at no additional cost.

Wearing of Seatbelts: From Monday 18th September 2006 under EC Directive 2003/20/EC it is compulsory for all passengers over 14 years of age to wear seatbelts in coaches.

Statement: Once we have confirmed the booking these terms and conditions become valid. You as the hirer are liable in all aspects.

Statutory rights: Nothing in these terms and conditions affects your statutory rights under English law. These terms and conditions were compiled in February 2007 and were accurate at time of printing. E.& O.E.

Issued by: Redwing Coaches

