

CONDITIONS OF HIRE

1. The booking is deemed to have been made when we send you confirmation. Any alterations or changes must be notified to us in good time.
2. Unless agreed with us beforehand, we must receive full payment for the hire 14 days before the date of the journey.
3. The hire charge is based on your requirements as shown on your confirmation. Should you request any alterations that would increase the charge, a new quotation may be given or a supplementary charge made.
4. If you have to cancel the booking, our charges are as follows:

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|---------------------------|---|---------------------|
| 7 to 2 days notice | - | 25% of hire charge |
| Less than 2 days notice | - | 50% of hire charge |
| Less than 24 hours notice | - | 100% of hire charge |
5. We shall not be held liable for any damage to, or loss of passenger's property.
6. Your hire is subject to strict regulations on the hours a driver may drive or continue to be on duty. **Other laws also apply, including a ban on the drinking of alcohol on all coaches and a no smoking policy on any of our vehicles.**
7. Every effort will be made to fulfil the hire as requested, but we cannot be held responsible for any delays due to factors beyond our control, including break down or adverse traffic conditions. The driver is responsible for determining the route, based on their knowledge and experience, unless otherwise specified by the hiring group. We suggest that hires should allow plenty of time to reach their destination and we shall be happy to offer advice on this if required.
8. The driver is fully responsible for the safety of the vehicle and its passengers and may refuse to carry any passengers who breach safety regulations or cause danger to themselves or other passengers. We shall not accept any responsibility for returning such passengers home. We reserve the right to cancel the booking at our discretion, without accepting further liability.
9. **The hirer may be charged for any damage caused to the vehicle, extra cleaning requirements due to the conduct of passengers at £50 min, or passengers returning late to the vehicle at £10 for every 20 minutes after the time booked.**
10. It is not possible to carry additional passengers beyond the capacity of the vehicle as stated on the confirmation (special arrangements may be made for children under 12 on request)
11. The operator reserves the right to use alternative vehicles, including subcontracting if necessary, providing they are of a similar standard and have at least the required seating capacity.
12. Please note that passengers leave items on the vehicle at their own risk and no responsibility can be taken by either the company or the driver for items lost or damaged.
13. Please Note; Passengers are responsible for all parking costs, if not previously agreed with Marett's Chariots.