



Terms & Conditions of Hire

Xelagroup Limited, Unit 10 Barton Park, Eastleigh, Hampshire, SO50 6RR, t/a Xelabus, Xelaclassic & Xelacoach.

These conditions apply to the private hire of transport, not operating as a package, as defined by the Package Travel, Package Holidays and Package Tour Regulations 1992.

1. Applications

These conditions apply whether a contract has been made verbally or in writing. The hirer acts on behalf of all the passengers travelling on the vehicles. If the hirer is a company, group, or partnership, an individual must be named as a responsible person. The hirer is responsible for the actions and decisions of all the passengers on board including any additional costs incurred in performing the contract, whether or not they actually travel with the party. The Company will only accept instructions from the hirer. If the hirer is not going to travel with the party, a representative must be chosen, and the company informed prior to the hire taking place.

2. Quotations

- Quotations are given on the basis of the most direct route and on information provided by the hirer. The route used will be at the discretion of the company unless it has been particularly specified by the hirer in which case it will be clearly shown on the confirmation.
- 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 14 days from the initial enquiry unless otherwise notified or the quote is immediate or due to be fulfilled in less than the 14 day period.
- Quotations are given for coach and driver only. Any additional charges such as parking or ULEZ charge set by TFL, will be separately identified and will be the hirer's responsibility unless otherwise specified.

3. Use of Vehicle

The hirer cannot assume use of the vehicle between outward and return journeys nor to remain at the destination for the hirer's use unless this has been agreed with the Company in advance/charged accordingly. Please note that even a small variation in the hire details can involve a significant increase of cost. Examples of this would include the need to send out a relief driver in order to comply with drivers' working time or EU regulations, or the securing of another vehicle and driver if a later return affecting other work to which your coach and driver was assigned.

3.1. Subcontractors

Due to extra commitments or unforeseen issues, we may use subcontractors to cover bookings on our behalf, in which case, the booking is still managed by Xelagroup Limited but the transport element would be fulfilled by a subcontractor on our behalf.

4. Route and Time Variation

The Company reserves the right to levy additional charges for additional mileage or time than that agreed. The charges will be pro rata and in accordance with the formula used on producing the booking confirmation. The vehicle will depart at times agreed by the hirer, and it is the responsibility of the hirer to account for all passengers at those times. The Company will not accept liability for any losses incurred by passengers who fail to follow instructions given by the hirer.

5. Drivers Hours & Working Time Directive

The hours of operation for the driver are regulated by law, and the hirer accepts the responsibility of ensuring the hire keeps to the hours and times agreed by the Company. Neither the hirer nor any passenger shall delay or otherwise interrupt the journey in such a way that the driver is at risk of breaching strict regulations relating to driving hours, working time directive 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. Any additional costs will be as in condition 4.

6. Seating Capacity

The Company will, at the time of booking, agree and specify the legal seating capacity of the vehicle to be supplied. The hirer must not load the vehicle beyond this capacity.

7. Conveyance of Animals

On a private hire, no animals (other than guide dogs and hearing dogs notified to the company in advance) may come on any vehicle without prior written agreement from the company.

8. Confirmation

Normally, written confirmation by the Company is the only basis for the acceptance of a hire or for a subsequent alteration to its terms.

9. Payment

Any deposit(s) requested must be paid by the hirer as soon as this is requested. The full balance must be paid 14 days before the hire commences unless otherwise agreed by the company in writing. The Company reserves the right to add interest at the rate of 1% compound interest for each day for payment, after the date by which payment should have been made..

10. Cancellation by Hirer

a. If the hirer wishes to cancel any agreement, the following scale of charges will apply in relation to the total hire charge.

Days prior to cancellation charge

28 days or more - no charge

14 - 27 days - 25% of hire

8 - 13 days - 50% of hire

1 - 7 days - 75% of hire

Day of hire or arrival of coach at departure point - 100% of hire.

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

c. Cancellation due to inclement weather conditions will be charged as above.

d. Ferry/Tunnel crossings or theatre tickets once purchased are not returnable and must be paid for in full (or other such ancillary service).

11. Cancellation by the company

In the event of any emergency, riot, civil commotion, strike, lock out, breakdown, stoppage or restraint of labour or on the happening of any event over which the Company has no control (including adverse weather and road conditions) or in the event of the hirer taking any action to vary agreed conditions unilaterally, the Company may, by returning all money paid and without further or other liability, cancel the contract.

12. Vehicle to be Provided

a. The company reserves the right to provide a larger vehicle than that specified at no additional charge unless any extra seats are used in which case an additional pro rata charge will be made to the hire charge dependent on the type of booking you have, either a whole charge or pay by seat.

b. The Company reserves the right to substitute another vehicle (including those of other trusted operators) or ancillary facilities for all or part of the

hiring subject to such substitutes being of a least equivalent quality and will always do our best to notify you of any changes in operator(s).

c. The Company reserves the right to provide multiple vehicles to meet the seating capacity requirements of the hirer, including substituting two single deck vehicles for a double deck vehicle.

13. Breakdown and Delays

The Company 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 Company, journeys may take longer than predicted and in those circumstances the Company will waiver/refund of the hire charge for any coach delayed for more than one hour by a mechanical defect.

14. Agency Arrangements

Where the Company hires-in vehicles from other operators at the request of the hirer and where the Company arranges ancillary facilities such as meals, accommodation, ferries, admission tickets or any other services provided by another supplier, it does so as agent for and on behalf of the hirer. Any terms and conditions imposed by such other suppliers through the Company shall, insofar as they are supplied to the hirer, be binding on the hirer as if he had directly contracted such services and the hirer shall indemnify the Company against any loss, claim, damage or award in respect of a breach of such suppliers terms and conditions brought about by the hirer's action.

15. Package Travel Regulations

If the hirer(s) organise other elements of a package in addition to the provision of transport, the hirer may be defined as an 'organiser' or a 'retailer' for the purposes of the Package Travel, Package Holidays and Package Tours Regulations 1992 and as such may be required to comply with the provisions of those Regulations. In this instance, the Company cannot accept any liability that may be incurred for losses or damage that it would otherwise accept under the terms of those Regulations. The hirer accepts responsibility for ensuring whether they are so defined, and the Company cannot accept liability for loss or damage incurred that should have been the responsibility of the hirer if the hirer was the legally defined organiser or retailer. Where the Company acts as an organiser or retailer, it will issue separate conditions of trading relating to its liabilities and responsibilities under the Regulations.

16. Passenger's Property

a. All vehicles hired by the Company are subject to restrictions on carrying luggage for statutory safety reasons. The hirer accepts that the driver shall be the sole judge as to whether and to what extent passengers' property is claimed. Large, bulky items may not be able to be carried, and the hirer should take all steps to notify the Company in advance of such requirements.

b. The Company accepts any personal property of the hirer and their passengers on the understanding that it will take all reasonable steps to avoid loss or damage. The hirer should notify the Company or the driver if items of exceptional value are to be carried on the vehicle. It is the hirer's responsibility to minimise risk of loss when property is left unattended.

17. Conduct of Passengers

The driver is responsible for the safety of the vehicle at all times, and as such may remove any passenger whose behaviour prejudices safety or is in breach of the Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990. These regulations set out certain rights and responsibilities on all parties, and full details of these can be obtained from the Company on request. The hirer is responsible for any damage caused to the vehicle by any passenger for the duration of the hire.

Where the hire is to a sporting event, the hirer should be aware of the legal requirements relating to alcohol, contained in the Sporting Events (Control of Alcohol) Act 1995, 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.

18. Complaints

In the event of a complaint about the Company's services, the hirer should endeavour to seek a solution at the time by seeking assistance from the driver or from the Company. If this has not provided a remedy, complaints should be submitted in writing and within 14 days of the termination date of the hire. Complaints will be acknowledged within one working day and the Company will aim to resolve any complaint within 14 days of it being made, although this may be longer if multiple parties are involved - (subject to third party response times).

19. Notices

No bill, poster or notice is to be displayed on any vehicle without the consent of the company.

20. Refreshments and Alcoholic Drinks

Other than on a vehicle fitted expressly for that purpose, food (except confectionery) and drink (including alcoholic beverages) may not be consumed on the vehicle without prior consent from the Company or the driver who is responsible for the vehicle. Only food (except confectionery) and beverages supplied by the Company may be sold or distributed on the vehicle.

21. Surcharges

Once a confirmation has been issued to the hirer, providing there are 30 days prior to the departure date, the Company reserves the right to pass on

increases in the cost of fuel, taxes imposed by the Governments of the UK and of other countries to be visited during the journey, road tolls, and foreign currency. No surcharges will be levied within 30 days of departure. On notification of such surcharges, the hirer may cancel the booking subject to the scale of cancellation charges shown in paragraph 10. The liability of the Company will be limited to the cost of the hire and any ancillary services supplied.

22. Lost Property

Luggage is carried at the owner's risk and we shall not be responsible for any property or equipment left on the coach. Any item of lost property will be held for a period of 1 month following the date of the hire in accordance with the minimum regulation laid down by the Road Traffic Act 1960 & the Public Services Vehicles (Lost Property) Regulations 1995. A pick up location will be advised upon enquiry if any item(s) are found.

Passenger Safety Advice

When aboard one of our vehicles, your journey should always be relaxing, comfortable and enjoyable. At the same time we wish to maintain the safety of all our passengers while travelling on our vehicles.

Travelling by coach is one of the safest transport methods, but you should always take extra care when the vehicle is in motion to ensure your safety and the safety of those you are travelling with.

That's why we have put together some handy tips to keep you safe when aboard a coach:

- Wear your seatbelt at all times while the vehicle is in motion.
- If possible try to avoid moving around the cabin of the coach whilst the vehicle is in motion.
- If it is unavoidable and you do need to move about the cabin always maintain three points of contact to improve your stability.
- Be aware that the vehicle may need to change direction, or stop suddenly due to changes in traffic conditions.
- Make sure that your luggage is safely stowed away, and not left in the walkway to avoid trip hazards.
- Try to time your movements for when the coach is on an open road, such as a dual-carriage way or motorway. This will be when the cabin is at its most stable, and the driver will be less likely to need to make rapid changes in direction.
- Listen out for passenger announcements from the driver on safety and vehicle stopping points.

Three Points of Contact

When standing or walking through the coach please ensure you always maintain 3 points of contact, i.e. feet spaced apart for balance and at least one hand holding on to available handles or seat backs. Use your body as a brace against seats if needed.