

Coach Travel Services, **cTs**, work closely with Preferred Clients to provide a professional and cost effective service. As a Preferred Clients we offer you an open account enabling you to book coaches on account without the need for upfront payments. We offer a commitment to you and in return expect a similar reciprocal arrangement.

Acceptance of Bookings

The Preferred Client acknowledges once a booking has been accepted, it has entered into and accepted the agreement as set out by Coach Travel Services Ltd, The Preferred Partner agrees to follow the arrangements as per the information provided by **cTs** based on the Preferred Partners original specification. In accepting a booking confirmation you agree to these Terms and Conditions.

Cancellation Policy

	Cancelled By Preferred Client	Cancelled By cTs
<u>Days prior to journey</u>	<u>Cancellation Charge</u>	<u>Compensation Payment</u>
Within 14 days prior to date of travel	10% of booking value	10% of booking value
Within 7 days prior to date of travel	20% of booking value	20% of booking value
Within 2 days prior to date of travel	40% of booking value	40% of booking value
Cancellation on day of travel	90% of booking value	90% of booking value

No cancellation charges or payments will be due if a job is cancelled due to severe weather or other unforeseen "Act of God" beyond the control of either operator.

Payment Terms and Invoicing

Full payment will be made by the end of the week following the week of the job. Paid direct into the nominated bank account of the Supplier Partner.

Passenger Conduct

cTs shall not be liable in respect of vandalism or damage caused by the act or omission of passengers, but shall provide the Supply Preferred Clients with reasonable assistance and information in support of any claims that **cTs** may wish to bring against passengers responsible for such vandalism or damage.

Supply Failure

When a booking has been accepted by **cTs** but it is not fulfilled due to cancellation or error by the Preferred Client, for whatever reason, in whole or in part, and **cTs** has incurred additional costs to meet the provision in order that it can perform its obligations to its Client, **cTs** shall be entitled to pass on to the Preferred Client all costs and expenses incurred by **cTs** in connection with such alternative provision howsoever procured in addition to the above costs and payments schedule.

Drivers

Will ensure that all drivers comply with and adhere to the provisions of the European Community Drivers Hours Regulations and any other pertinent regulation or legislation pertaining to the performance of their duties and the Service. They are fully licensed to drive any vehicle supplied, with appropriate passenger service vehicle licence, and/or other licences required in line with pertinent legislation in all countries and legislative areas where a journey is booked to take place. Prove trustworthy and refrain from any abusive or offensive behavior or language. Also to carry with them a copy of their DBS (Disclosure and Barring Scheme Certificate) check dated no longer than 3 years prior to the date of the journey.

Vehicles

Are properly maintained, licensed, insured and have a current MOT certificate (where necessary) and meet all statutory requirements including noise and emission standards. Are free from major or excessive damage or markings to the exterior of the vehicle, including lights, mirrors, bumpers and other fittings. Be fitted with seat belts and/or restraint as required by law. Be clean, tidy and air refreshed (i.e. free from litter and odours, with clean seats, no torn upholstery, clean floors and clean windows) and in good working order.