

Coach Travel Services, **cTs**, work closely with Supply Partners who are subcontracted to do work on our behalf. As a supply partner coach operators enjoy early payment terms and good rates without any need to chase payments or booking confirmation. A supply partner is engaged on subject to the following terms and conditions. Partner Operators are to make available for inspection by **cTs** all maintenance and drivers hours records upon receipt of notice of not less than 24 hours.

### Acceptance of Bookings

The Supply Partner acknowledges once a booking has been quoted, it has entered into and accepted the agreement as set out by Coach Travel Services Ltd, The Supply Partner agrees to carry out this service as per the information provided by **cTs**

### Cancellation Policy

<u>Days prior to journey</u>	<u>When <b>cTs</b> Cancels Cancellation payment</u>	<u>Cancelled By Partner Operator Cancellation Surcharge</u>
Within 14 days prior to date of travel	5% of booking value	20% of booking value
Within 7 days prior to date of travel	10% of booking value	30% of booking value
Within 2 days prior to date of travel	25% of booking value	50% of booking value
Cancellation on day of travel	80% of booking value	100% 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. See also additional Supply Failure costs detailed below.***

### 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 Partner with reasonable assistance and information in support of any claims the Supply Partner may wish to bring against passengers responsible for such vandalism or damage.

### Supply Failure

When a booking has been accepted by the Supply Partner but it is not fulfilled by the Supply Partner for whatever reason, in whole or in part, and **cTs** is obliged to procure alternative provision in order that it can perform its obligations to its Client, the Company shall be entitled to pass on to the Supply Partner 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

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.

Be fully licensed to drive any vehicle supplied in term, 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

Be properly maintained, licensed, insured and have a current MOT certificate (where necessary) and meet all statutory requirements including noise and emission standards.

Be 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.

Having been safety inspected at no longer than 6 weekly intervals prior to the date of travel.