

# COACHSCANNER TERMS & CONDITIONS

## Acceptance of Bookings

The Supply Partner acknowledges that once a booking has been quoted, it has entered into and accepted the agreement as set out by CoachScanner LTD, The Supply Partner agrees to carry out this service as per the information provided by CoachScanner LTD.

## Cancellation Policy

Days prior to journey	Cancellation payment
Within 10 days prior to date of travel	10% of booking value
Within 7 days prior to date of travel	25% of booking value
Within 2 days prior to date of travel	75% of booking value
Cancellation on day of travel	100% of booking value

**No cancellation charges shall be payable should the cancellation be due to any failure by the Supply Partner.**

## Payment Terms and Invoicing

Full payment will be made 3 days prior to the service taking place.

## Passenger Conduct

CoachScanner LTD 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 CoachScanner LTD 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 the CoachScanner LTD in connection with such alternative provision howsoever procured.

## 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 behaviour or language.

## 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.

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