

## TERMS OF ENGAGEMENT

Terms of Engagement between Simple Coach Hire Ltd (<https://simplecoachhire.com/>) and Primary Customer Services provided by

Simple Coach Hire Ltd include:

- a) Initial assessment of your travel needs and requirements.
- b) Booking and arrangement of vehicle and driver, including collection and drop-off details.

Simple Coach Hire Ltd (referred to as "SCH") is a specialist broker service provider that assists in finding the perfect vehicle for your travel needs. We have transparent pricing without any hidden charges. You will only pay the quoted amount. In some cases, a partial upfront payment may be required, with the remaining balance payable to the driver or as a full payment before your travel date. Payment is due in advance, and failure to pay within 14 days prior to your travel date will result in the booking not being confirmed.

- The following terms apply to SCH and its associates.
- The customer named on our booking form is considered the primary customer responsible for the booking on behalf of themselves or the entire traveling party. The customer assumes complete responsibility, including fees and any cancellations due to SCH. If the booking is made on behalf of a company, the full responsibility lies with the company.

SCH acts as a broker and has a wide range of private drivers and vehicles, including cars, minibuses, and coaches. The allocated vehicle for your reservation may be subject to availability, and an alternative will be provided if necessary. If SCH cannot fulfill the reservation, a full refund will be offered, and no further liability or compensation can be pursued against SCH or the driver. SCH will make every effort to minimize disruptions to your plans by providing alternative transportation.

In the event of the vehicle requiring cleaning due to travel sickness or untidy use, a £75 cleaning charge will be applicable and payable to the driver.

Delays caused by traffic or unforeseen circumstances beyond our control may occur. We strive to pick up and drop off passengers in a timely manner. If the driver and vehicle experience delays due to breakdown or accidents, we will endeavor to provide a replacement driver/vehicle. However, we cannot be held liable for such situations.

Additional charges will apply if the customer requests to extend the vehicle usage beyond the original booking. These charges will be determined by the driver and must be paid in cash or by debit card.

A non-refundable deposit of 25% is required upon booking. The remaining balance must be paid 6 weeks prior to the travel date. Failure to do so will result in the loss of the deposit and cancellation of the booking.

Smoking and the use of illegal substances are strictly prohibited in our vehicles. Any violation will result in immediate termination of the hire without refund.

Passengersexceedingthemaximumcapacitysetbyregulationsarenotpermittedtotravelinthevehicle.Thisistoensure the safety of all passengers and other road users.

Drivers may experience delays during the journey. They will choose the most suitable route, which may not always be the fastest or shortest.

SCH cannot be held liable for any loss of personal belongings or luggage. If any belongings are lost or forgotten, please inform the driver.

In the event of vandalism or damage caused by the customer or any individual under their care, an immediate charge will be invoiced for the repair cost.

Alcohol consumption is prohibited on board our vehicles.

Any amendment to a booking must be requested at least 72 hours in advance. The request must be confirmed in writing and acknowledged by SCH.

On occasion you may receive quotes from more than 1 company. Prices may vary depending on vehicle availability and place of vehicle dispatch.

Cancellation or termination of the hire requires a minimum notice of 14 days before the travel date.

Deposit payments are non-refundable. If you happen to cancel 14 days prior to your journey and have paid in full, we will issue you a refund of 50% of the total invoice payable. If you cancel within the 14 days leading to your journey, no payment shall be refunded.

We may share driver details and vehicle details for your journey in advance. Under our Terms you are forbidden to contact the company direct to pursue any services. All bookings must be done via SCH.

Refunds will be processed according to the method a payment was made. Any payments made by Simple Coach Hire Ltd will take between 5-10 working days to clear in your account. It is important to note that the time it takes for the refund to reflect in your account may vary based on your bank's processing times.