

TERMS AND CONDITIONS OF HIRE

1. Creigiau Travel Ltd. will always endeavour to fulfil our contracts in line with customer requirements. However we cannot be responsible for failure to perform any contract by reason outside our control such as in event of an accident, fire, tempest, strikes, although every effort will be made to maintain the service requested.
2. Whilst we will make every possible effort to undertake your journey with a specific time, there can be no guarantee how long any particular journey will take. We will not be accountable for any loss, inconvenience or damage which may rise from any unforeseen delay such as traffic congestion, road accident, ferry delays or breakdown.
3. From Time to time Creigiau Travel Ltd may be asked to estimate journey and arrival times. Whilst every effort will be made to provide accurate information in this regard any times given are best estimates and not a basis for contract. The ultimate responsibility for determining departure and consequently arrival times rests with the hirer.
4. The Hirer/s undertake/s to be responsible for the orderly and satisfactory behaviour of the members of the party and that their conduct shall not be such as to cause annoyance to the public.
5. The Hirer/s shall be responsible to the Company for any damage to vehicle, its fittings or equipment through negligence, misconduct or any default of the Hirer/s or any of the passengers carried thereon.
6. The Hirer is responsible that the vehicle is left in a satisfactory condition otherwise Creigiau Travel Ltd may levy an additional cleaning charge.
7. At the company's discretion Creigiau Travel may require a bond. In this event this will be agreed with the customer at the time of booking to be refunded dependent on the condition of the vehicle at the end of the period of hire.
8. Whilst every precaution is taken, the Company will not in any case be responsible for loss or damage of or to any article placed or carried on the vehicle. Items of lost property will be held for not more than thirty days after which time they will be disposed of.
9. The Hirer/s undertakes not to carry any item(s) that it is unlawful to carry on a passenger carrying vehicle and will indemnify the Company against any costs or losses in the event of any unlawful item(s) being carried.
10. In the event that on the date of hire a particular is vehicle is not available Creigiau Travel have the right to provide a suitable alternative vehicle.
11. The vehicle is constructed to carry the number of passengers shown. The Hirer/s shall not permit the vehicle to carry more than the permitted number of passengers.
12. The driver's working day and driving hours are restricted by law. All hiring arrangements are entered into by the Company on the basis of the coach or coaches not being required for a longer period than agreed,
13. Should the Hirer/s during the period of hire wish to extend or vary the route as specified such instructions must be written out and signed by the Hirer/s and given to the driver. Any such a variation request may be declined. If permitted an extra charge will be made according to the additional mileage covered and time taken, such charge to be computed in accordance with the Company's tariff ruling on the date of the trip
14. In respect of airport transfers an additional charge may be made in the event of flight delays or diversions that result in additional driver hours or mileage. Customers are advised to leave a UK contact telephone number.
15. If the insurance policy of the Company in respect of the vehicle is violated for any reason by the hirer/s, the Hirer/s will indemnify the Company against any loss arising therefrom.
16. In the event of the Company being unable for reasons beyond its control, to provide a suitable vehicle for the performance of this contract the Company shall have the right to obtain the due performances of its obligations hereunder by a third party. Performance by such third party shall be deemed to be a good discharge by the Company of its obligations hereunder.
17. Price quoted may be increased if there are any unforeseen rises in running costs. Car Parks, Tolls or any other charged incurred on behalf of the Hirer/s will be charged extra to price quoted. Supplier must inform Client in writing of price increases and Client must agree in writing.
18. The hirer/s is responsible for providing and paying for single room accommodation on at least a bed and breakfast basis for the driver/s, when the coach hire is required for more than one day.
19. CANCELLATION: By client must be confirmed in writing. In the event of client cancelling the Company reserves the right to charge a cancellation fee:-Notice should be given during ordinary office hours Monday to Friday 8:00hrs to 17:00hrs

More	than	1	months	Notice	No	Charge
More	than	2	weeks	notice		25%

Less than 2 weeks notice 50%
Less than 48 hours notice 100%

METHODS OF PAYMENT:

A deposit of 25% is required on booking. and the balance paid in full 14 days prior to departure.

Card	Payments	We	accept	most	debit	credit	cards
Cheques	payable		to Creigiau		Travel		Ltd
Internet	or	BACS	payments	should	be	sent	to:-
Barclays	Bank		plc,	Queen	Street,		Cardiff
Sorting		Code					20-18-27
Account		Number					90489506
Swift							BARCGB22
IBAN							

It is essential the reference number quoted on your invoice is quoted with any payment or correspondence