

# Pulham & Sons (Coaches) Ltd.

## Day Trip Terms & Conditions



### 1. Booking & Payment

- 1.1. Bookings can be made online at [www.pulhamscoaches.com/daytrips](http://www.pulhamscoaches.com/daytrips) over the phone by calling 01451 820369 or in person by visiting our Head Office at Bourton Business Park, Bourton-on-the-Water, Gloucestershire GL54 2HQ. Our opening hours are 09:00am until 5:30pm Monday to Friday. Full payment must be made at the time of booking. Day trips are subject to availability and seats are allocated on a first come first served basis.
- 1.2. Seats can be reserved at the time of booking and are allocated on a first come first served basis. We reserve the right to change seat allocation or vehicle without notice. We will endeavour to seat passengers together where possible, but this cannot always be guaranteed.
- 1.3. Unless explicitly stated, admissions to events or attractions are not included in the ticket price.

### 2. Route and Time Variation

- 2.1. Your booking confirmation acts as your travel ticket and should be shown to the driver before boarding.
- 2.2. The vehicle will depart at the time agreed in the booking. Departure times are displayed on our website [www.pulhamscoaches.com/daytrips](http://www.pulhamscoaches.com/daytrips) and may differ between trips. It is the responsibility of the passenger to arrive at the boarding point to allow enough time for boarding and we suggest at least 10 minutes prior to the departure time.
- 2.3. The Company accept no liability for loss or injury to any passenger who fails to join the vehicle at the agreed time and pick-up point. No refund will be made for passengers arriving after the scheduled departure time.
- 2.4. The route taken to the destination will include suitable comfort stops if appropriate and is at the sole discretion of the company.
- 2.5. To reduce coach pick-up times to a minimum, a feeder vehicle may be used to transfer passengers to meet the coach at one of the main pick-up points. The feeder vehicle may be a coach, minibus or taxi.

### 3. Seating Capacity, Passengers and Passenger Conduct

- 3.1. Where a toilet is provided onboard the vehicle this is for emergency use only.
- 3.2. All passengers must remain seated with their seatbelts securely fastened whilst the vehicle is in motion unless using the toilet, if one is available.
- 3.3. Passengers using the toilet whilst the vehicle is in motion do so entirely at their own risk.
- 3.4. The Company will not accept liability for any loss or damage incurred by passengers who fail to follow the instructions given by the driver.
- 3.5. In the interests of other passengers, no musical instruments, radios or other audio devices shall be played without the permission of the driver.
- 3.6. It is strictly forbidden for any passenger to carry or consume illegal drugs on the vehicle.
- 3.7. Smoking is not permitted on any Company vehicle including the use of substitute products such as electronic cigarettes.
- 3.8. The driver is responsible for the safety of the vehicle and as such may remove, or prevent from boarding, any passenger whose conduct is in breach of the Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990. This includes passengers who are abusive to any person or whose behaviour is otherwise considered by the driver to be unacceptable. Passengers will be responsible for their conduct and for any damage caused to the vehicle during the trip.
- 3.9. Passengers must not distract the driver at any time whilst s/he is driving the vehicle.
- 3.10. For the purpose of these Terms & Conditions a child fare is payable for children up to the age of 16 inclusive. A child who is 17 would therefore need to pay an adult fare.

### 4. Passenger Property

- 4.1. For statutory safety reasons all vehicles are subject to certain restrictions on carrying luggage. Large items may not be carried and the hirer should inform the Company of such items at the time of booking where advice will be given.
- 4.2. The driver has full discretion on the carriage of luggage, property and its storage.
- 4.3. The Company will take all reasonable steps to avoid loss or damage to the personal property of the hirer or passengers. The hirer must inform the Company if items of exceptional value are to be carried on the vehicle and take reasonable steps to insure against loss or damage.
- 4.4. The Company accept no liability for loss and/or damage to passengers' property, personal items or luggage left unattended in the vehicle.
- 4.5. All items of lost property when found are labelled and held at the Company Head Office and are subject to the current Public Service Vehicle (Lost Property) Regulations. Low value items (such as hats, gloves etc.) will be kept for one month. Higher value items (such as mobile phones, cameras etc.) will be kept for three months after which all items are destroyed. If requested, items of lost property can be returned to the owner of which the charges are recoverable.
- 4.6. It is the responsibility of the passenger to ensure that adequate insurance cover is sought to cover loss or damage to their own personal items.

### 5. Alcohol

- 5.1. Passengers must not consume food (other than confectionary) or drink, including alcohol, without the prior agreement of the Company or in the case of food and non-alcoholic beverages, with the permission of the driver.

### 6. Carriage of Children

- 6.1. Bus and coach companies are not required by law to provide child car seats in coaches and buses, but child passengers should use them if they are provided. The passenger is responsible for providing a child seat if they wish a child to use one. This must be confirmed at the time of booking.
- 6.2. In minibuses, all children must travel in rear seats (any seats behind the driver) if a child car seat or an adult seat belt is not fitted. Children aged 3 or older must use an adult seat belt if child car seats are not fitted or are unsuitable.
- 6.3. Seat belts must be fitted in buses and coaches except ones in which standing is permitted, or which are being used to provide a "local service". If seat belts are fitted, they must be worn by passengers aged 14 years and over.
- 6.4. Passengers aged under 14 years are not legally required to wear them, but it is much safer if they do so. We request that all passengers follow the same rules as using seatbelts in cars.
- 6.5. All seated passengers aged 14 years or over must wear seat belts if they are fitted in coaches.

**7. Wheelchairs**

- 7.1. We will accept lightweight manual wheelchairs (weighing 20kgs or less), only if they can be folded and stowed in the luggage hold of the coach. We will accept small mobility scooters/power wheelchairs subject to the following:
- 7.1.1. We are given details of the size and make of the scooter/power wheelchair to ensure it is suitable for carrying on the coach.
  - 7.1.2. The scooter/power wheelchair will break down into separate parts each weighing no more than 20kgs.
  - 7.1.3. The disabled customer is accompanied by a companion who is able to dismantle and reassemble the scooter/power wheelchair to enable stowage in the hold.
  - 7.1.4. The scooter/power wheelchair is operated by dry cell batteries only.
  - 7.1.5. It is deemed that there will be sufficient additional room in the hold to carry the item.
  - 7.1.6. The company must be advised of the above details at the time of booking. The company will not accept liability to any damage to personal property howsoever caused.

**8. Conveyance of Animals**

- 8.1. No animals (other than guide dogs and hearing dogs notified to the Company in advance) may be carried on any vehicle without the prior written consent of the Company.

**9. Damage and Soiling**

- 9.1. The passenger is responsible for any damage or soiling caused to the vehicle. A minimum charge of £100 will be made if the vehicle is damaged or soiled. If the extent of the damage or soiling is such that the vehicle is out of service for any length of time the Company may charge the hirer a minimum of £500 per day or part thereof for which the vehicle is out of service.
- 9.2. All vehicles are fitted with spill kits for the disposal of bodily fluids. The replacement of such items is recoverable from the hirer.

**10. Breakdowns and Delays**

- 10.1. The Company give advice on journey times in good faith. However, we cannot guarantee the completion of a journey within a specific time and as such will not be liable for loss or inconvenience caused by breakdown, traffic congestion or other delays outside of our control.

**11. Vehicle to be Provided**

- 11.1. The Company reserves the right to substitute another vehicle (including those of other operators) or ancillary facilities for all or part of the day trip subject to such substitutes being of at least equivalent quality.

**12. Covid 19 Safety Procedures**

- 12.1. Pulham & Sons (Coaches) Ltd, takes the health, safety and welfare of its passengers very seriously and to this end have detailed risk assessments, processes and cleaning regimes in place to help minimise the risk of infection from all types of illness including Covid-19.
- 12.2. The coach is thoroughly cleaned and sanitised at the beginning and end of the day. A fogging solution is also used to sanitise all hard to reach areas. Fogging is a unique form of sanitising which eliminates germs, bacteria, spores and viruses that are airborne or present on upholstery or surfaces. This practice is not harmful to passengers.
- 12.3. During your time at the destination, our driver will sanitise all high contact areas such as rails, handles and seat tables.
- 12.4. Passengers are asked to use the hand sanitiser provided prior to boarding the coach.
- 12.5. Depending on government guidelines on the date the trip departs, passengers may be asked to wear masks/face coverings and have temperature checks before boarding.

**13. Cancellation by the passenger**

- 13.1. Cancellations must be made firstly by telephone after which this must be followed up by cancellation in writing.
- 13.2. The following cancellation charges will apply:
- 13.3. Passengers may cancel or amend their booking at any time prior to departure subject to the following conditions:
- 13.3.1. For cancellations notified to us more than 7 days prior to the day trip departure a 50% cancellation charge applies.
  - 13.3.2. For cancellations notified to us within 7 days prior to the day trip departure time a 100% cancellation charge applies.
  - 13.3.3. Passengers may transfer to an alternative day trip however the above cancellation charges will apply.
  - 13.3.4. The company reserves the right to alter day trips or prices or cancel any day trip listed.

**14. Cancellation by the Company**

- 14.1. Should the circumstances arise where due to insufficient bookings we are forced to cancel any day trip, all monies paid by passengers for that particular excursion will be refunded in full and following that the company shall be exempt from any further liability.

**15. Complaints**

- 15.1. In the event of complaints about the Company's products or services passengers should endeavour to seek a solution seeking the assistance of the driver or the Company as soon as practically possible during the hire. If this has not provided a remedy, complaints should thereafter be made in writing to the Company within 14 days. In accordance with our Company Feedback and Complaints Procedure, all complaints are acknowledged within three working days and a full response can be expected within a further ten working days. If we are unable to conclude any investigations within this time we will ensure the complainant is kept fully informed every five working days. Our Feedback and Complaints Procedure is available on request.
- 15.2. Complaints should be made in writing to: Pulham & Sons (Coaches) Ltd., Bourton Business Park, Bourton-on-the-Water, Gloucestershire. GL54 2HQ Or by E-mail to: [info@pulhamscoaches.com](mailto:info@pulhamscoaches.com)

**Issued by:**

Pulham & Sons (Coaches) Ltd. whose trading premises is  
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