



Terms and Conditions of Private Hire

Over 110 years of service to
Scunthorpe & North Lincolnshire

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Monday to Friday 09:30 – 13:00
Saturday, Sunday & Bank Holidays Closed.

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Terms & Conditions of Coach Hire

1. APPLICATION

These conditions apply whether or not a contract of carriage has been entered into as a result of a quotation being offered and accepted or whether a contract has been made verbally or in writing.

2. QUOTATIONS

Quotations are made subject to a vehicle suiting the hirer's requirement being available at the time of acceptance. Quotations are based on costs prevailing at the time and in accordance with details provided by the hirer. Quotations are based on payment being made in cash, cheque or cleared funds before the start of the hire. Unless otherwise stated admission charges, meals accommodation and parking charges for special events are not included in the quoted price. Quotations are valid for 28 days subject to ongoing availability, unless otherwise notified.

3. USE OF VEHICLE

Unless confirmed in writing by the operator the vehicle should not be assumed to remain at the point between the outward and return journeys nor to remain available for the hirer's incidental use when parked at such points. The operator's vehicle may on no account be sub-let, lent or licensed by the hire, without prior written consent of the operator.

4. DRIVERS HOURS AND REST PERIODS

The hours agreed with the operator for the operations of any hire must be strictly observed (other than in the case of serious emergency or diversion) so that current governing drivers hours and rest periods can be complied with. The operator reserves the right to curtail or otherwise alter any hire, which does not comply with the relevant regulations.

5. SEATING CAPACITY

The hirer must not load any vehicle beyond the number of passengers which it is legally permitted to carry. All passengers must remain seated with their seatbelts correctly fastened whilst the vehicle is in motion unless using the washroom (if applicable). Passengers using the washroom or who for any other reason do not remain in their seats with their seatbelt fastened whilst vehicle is in motion do so at their own risk. Some of our vehicles do not have seatbelts such as our classic coach and therefore the above does not apply.

6. ANIMALS

On a private hire no animal (other than Registered Assistance Dogs notified to the operator in advance) may be carried without prior agreement of the operator.

7. CHILDREN

It is the responsibility of the hirer to ensure that a minimum of 2 adults per party, as in line with the Local Education Authority recommendations for staffing and supervision is maintained at all times. Supervising adults must be seated throughout the vehicle and not congregated in one place. The driver will have absolute discretion to decide where such adults should be seated.

8. ALCOHOL & SMOKING

No alcohol or smoking/vaping is permitted to be carried or consumed on the vehicle at any time.

9. CONFIRMATION

Normally written confirmation by the operator is the only basis for acceptance of hiring or for a subsequent alteration to its terms.

10. PAYMENT

Any requested deposit must be paid by the date stated and payment in full must be made before the start of the hire unless any other terms have been confirmed by the operator.

11. CANCELLATION BY HIRER

In the event of cancellation by the hirer the operator reserves the right to retain any deposit. The hirer shall be liable to the operator for any losses incurred by the operator as a result of the cancellation or part cancellation but not exceeding the full cost of the hiring. The amount of the deposit retained will be calculated as follows:

Cancellations 5 days or less prior to date of hiring	-50%
Cancellation 48 hours or less prior to date of hiring	-100%

12. CANCELLATION BY OPERATOR

In the event of any emergency or force majeure or of any action by hirer to vary agreed conditions unilaterally the operator may be returning all money paid and without further or other liability cancel the contract.

13. ROUTE AND TIME VARIATION

Should a vehicle be detained by the hirer or taken on a longer journey than that contracted for the operator reserves the right to make an additional charge commensurate with the cost incurred. During the hiring the driver is the sole judge of the reasonableness of any request for the change of route or time. In any event then vehicle(s) will depart at the same time agreed with the hirer and the operator will not be liable for any loss or injury sustained by any passenger who fails to join a vehicle at the appointed time. Alteration to any agreed itinerary must be agreed with the operator direct not the driver.

14. SUBSTITUTION

The operator reserves the right to provide a larger vehicle than specified at no additional charge unless extra seats are used. If extra seats are used an additional charge will be made pro rata to the hire charge. The operator reserves the right to substitute other vehicles (including those of other operators) or ancillary facilities for all or part of the hiring subject to such substitutes being of similar quality.

15. DELAYS

The operator gives any advice on journey time in good faith but does not guarantee the completion of any journey in any specific time and will not be liable for loss, delays or inconvenience caused by the actual time of journey.

16. AGENCY ARRANGEMENTS

Where the operators hire in vehicles from another operator at the hirer's request and where the operator arranges ancillary facilities such as meals, accommodation, ferries admission tickets or any other service provided by another supplier it does so as agent for and on behalf of the hirer. Any terms and conditions imposed by such other suppliers through the operator shall be binding as if he had directly contracted or such service.

17. PASSENGER'S PROPERTY

For safety reasons the driver is the sole arbiter as to the carriage of passengers' luggage and its storage. Luggage may only be carried in the seating area if it will fit safely in the overhead lockers. The operator will not accept liability for any damage to, or loss of any property left on a vehicle by a passenger or whilst on the vehicle. All articles of lost property recovered from a vehicle will be held at the depot for one month. If requested the property can be mailed and the charges for this will be recoverable.

18. CONDUCT OF PASSENGERS

The driver is responsible for the safety of the vehicle. Any passengers whose conduct is in breach of statutory regulations or is otherwise considered by the driver to be unacceptable may be removed from a vehicle or prevented from boarding on the driver's authority. The hirer will be responsible for the conduct of passengers and for any damage caused to the vehicle by passengers during the hire.

19. DAMAGE AND SOILING

The hirer is responsible for any damage or soiling caused to the vehicle by any passengers for the duration of the hire. A minimum surcharge of £100 will be made if the vehicle is damaged or soiled.

20. EXCLUSION OF LIABILITY

Save in respect of death or personal injury arising from the negligence of the operator or any person for whose acts the operator is legally responsible the liability of the operator shall not exceed. (The amount of the operator's charges in respect of the hire)

21. COMPLAINTS

In the event if the hirer having any complaint in respect of the operator's services the hirer should endeavour to seek a solution by seeking assistance from the driver or the operator as soon as practically possible. Complaints should then be made in writing to the operator within 7 days.

22. POSTERS ETC.

No bill posters, flags, notices or similar items are to be displayed on any vehicle without the consent of the operator.

22. RECORD OF DOCUMENT

Version Number	Next Review	Reviewed	Notes
1	Created	12/05/2026	Authorised and Signed off General Manager and Director
2	May 2029		