

## BELLE VUE MANCHESTER LIMITED - TERMS AND CONDITIONS – HOLIDAYS.

Hereon Belle Vue Manchester Limited will be known as the company. The Customer will be known as The Passenger. By booking a holiday tour The Passenger has entered into a binding contract with The Company. It will be deemed that The Passenger accepts responsibility by himself / herself for every person in his / her party and fully agrees to the conditions of the Holiday as follows:

1. Departure Times. All collection times and departure times are to be adhered to at all times unless agreed otherwise with the Management (not the driver). A maximum time of twenty minutes will be allowed if the customer is late. Then the vehicle will pull off the job to meet other transport deadlines for the Holiday.
2. Payment. For all holidays, a deposit of £50 is required to secure the booking plus the Insurance Premium (if taken) and the remainder must be paid 60 days before departure. Failure to pay in full 60 days before departure will cancel the booking and all deposits will not be returnable. Availability will then pass to other passengers.
3. Breakdowns. Every effort is afforded to ensure the service ability of the vehicles. In the event of mechanical failure of a vehicle during a journey a replacement vehicle will be issued at the earliest opportunity. No refunds will be given what so ever. No monies will be given for loss of ticket costs and travel expenses of any sort. If the vehicle has to be changed prior to the booking for whatever reason a similar or alternative vehicle will be supplied at the discretion of the company. If this is unsatisfactory a refund will be given.
4. Food & Drink, Chewing Gum, Illegal Substances and Smoking are not permitted on the vehicle. Failure to comply with this will result in the driver asking passengers or the party to leave the vehicle.
5. Abuse. Any passengers causing abuse either verbal or physical to any other person including passengers, members of the public or the driver, they will be asked to leave the vehicle and the Police will be informed immediately.
6. Damages to Vehicle. The Passenger shall be fully responsible and liable for any damage caused inside or outside the vehicle by the Passenger or any member of his / her party how ever caused. This includes incitement to ANY third party, which results in damage to the vehicle or its contents. The Passenger will agree to be liable for the total retail cost of the repair, and the location of the repairer will be determined by the Company. In addition The Passenger will be liable to pay the Company a fixed daily rate (determined by the Company) while the vehicle is out of commission for such repairs, plus any further incurred losses i.e. by lost bookings.
7. The Drivers Rights. The driver reserves the right to refuse admission to any person/s who he/she considers unfit to travel in the vehicle. For what ever reason. They can also refuse to continue the journey if any person behaves in a manner which may be detrimental to other people, or the vehicle and it's contents. In this event no refund will be given.
8. Luggage. All luggage must be kept in the boot or side lockers on coaches. Hand luggage only is allowed in the vehicle. Walkways must be kept clear at all times in case of an emergency.
9. Delays. Any delays caused by traffic will not entitle the customer to refunds. At the discretion of the management part refunds may be issued in the case of severe delays caused by Belle Vue.
10. Cancellation. Cancellation of bookings will result in the customer losing their deposit. Cancellation must be made in writing. The Lead Passenger must sign the notification. Cancellation charges are as follows: over 40 days no charge, 39 – 26 days 25%, 25-15 days 35%, 14-1 day 50%, day of departure 100%.
11. Due to insurance restrictions & Licensing Authorities our vehicles have been designated NON SMOKING. Any infringement of this policy will deem the rental invalid all monies paid will be forfeited and the rental terminated immediately.
12. A valeting charge of £100 will be levied, through misuse by The Hirer from food, drink or illness, or whatever the retail cost may be if in excess of this amount to rectify said damage caused.
13. Personal Possessions. Belle Vue Manchester Ltd will not be held responsible for personal possessions left on the vehicle.
14. Holiday Insurance. Belle Vue recommend a policy with Toursure. On payment of a holiday deposit and Insurance premium, our master copy will be posted to you. You can cancel your Insurance policy within 10 days and your fee will be returned. If you do not wish to take out a Toursure policy, then you must arrange Insurance with comparable or greater cover. Details of cover must be given to Belle Vue prior to travelling. If you have any pre-existing medical conditions then Belle Vue must be notified at the time of booking. There is a £35 excess charge on this policy in the event of a claim, which is charged by the Insurers and not Belle Vue.
15. Amendments. Name change amendments are free of charge for U.K. breaks. All European (outside mainland UK) destinations an amendment fee of 5.00 per person will be added to the booking.
16. If we cancel your holiday. We reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular holiday is not reached, we may have to cancel it. We will not cancel your holiday less than 21 days before your departure date except for reasons of force majeure or failure by you to pay the final balance.
17. Special Requests. If you have any special requests you must ensure they are clearly stated to Belle Vue and then ensure they are printed on your Confirmation Booking / Invoice. Belle Vue will endeavour to meet any special requests submitted at the time of booking, however, Belle Vue cannot guarantee any special requests.