

Wyvern Omnibus Ltd

21 Broach Road

Sandy Lane Industrial Estate

Stourport-on-Severn

Worcestershire

DY13 9QB

T: 01299 827751

Company Number: 09808658

**Terms and Conditions**

These conditions apply whether a contract has been made verbally or in writing. The customer who purchases the tickets acts on behalf of all the passengers travelling on the vehicles in their party. If the customer is a company, group, or partnership, an individual must be named as a responsible person. The customer is responsible for the actions and decisions of all the passengers in their party including any additional costs incurred, whether or not they actually travel with the party. If the customer is not going to travel with the party, a representative must be chosen, and The Company informed prior to the day trip. .

The hours of operation for the driver are regulated by law, and the customer accepts the responsibility of ensuring the trip keeps to the hours and times agreed by the company. Customers shall not delay or otherwise interrupt the journey in such way that the driver is at risk of breaching regulations relating to driving hours and duty time. If any breach is likely to occur, the customer will be responsible for any additional costs incurred unless it is outside the control of the hirer.

Vehicle to be Provided

a. The company will endevour to provide a wheelchair accessible vehicle which can facilitate one wheelchair only, however if a wheelchair accessible vehicle cannot be made available, then any customers affected will be contacted and offered a full refund or to transfer onto another trip.

b. 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.

The company gives its advice on journey time in good faith. However, as a result of breakdown or traffic congestion, or other events beyond the reasonable control of the company, journeys may take longer than predicted and in those circumstances the company will not be liable for any loss or inconvenience suffered by the hirer as a result.

Damage can be defined as resulting from any wilful, malicious or accidental damage caused to the vehicle, by a member of a party or group travelling on one of The Company’s vehicles. Soiling is any defined as vomit, excessive rubbish, drink or food containers or any other matter that is left in the vehicle which requires cleaning. Any damage or soiling that occurs will be the responsibility of The customer. The customer is the person whose details appear on the original booking. The Company will hold The Hirer responsible for the cost of rectifying the damage or soiling with a minimum charge of £50.00

Luggage and personal effects are carried on or in our vehicles at the owner’s risk. Gangways, doorways and emergency exits must not be obstructed. All vehicles hired are subject to restrictions on carrying luggage for statutory safety reasons and the driver shall be the sole judge as to whether and to what extent passengers’ property is carried. The Company will not accept liability for any damage or loss of any property, which belongs to any passengers and is left on a vehicle. Any articles of found property recovered from a vehicle will be held at the depot from where the vehicle is based and may be collected from there.

 The driver is responsible for the safety of the vehicle at all times, and as such may remove any passenger whose behaviour prejudices safety or is in breach of the Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990. These regulations set out certain rights and responsibilities on all parties, and full details of these can be obtained from the company on request.