

Stallion Coaches Hire Terms

We believe in great customer service is being transparent and open with our customer in regards to the way we work. To make sure there are no hidden surprises, below are our terms and conditions of our minibus bus hire and coach hire service provided for your convenience. Please note: We reserve the right to amend our terms and conditions without any prior notification.

Our Terms and Conditions apply for verbal and written minibus hire & coach hire bookings, all quotations are valid for 7 days unless agreed at the time of booking and are given subject to Stallion Coaches having an appropriate driver available at the time the hirer accepts the quotation. The given quotation is for driver and vehicle only. Upon accepting the booking you are agreeing to our terms and conditions.

1.) Stallioncoaches.com drivers reserve the right to refuse access to their vehicle if they have reason to believe the customers poses a threat to their passengers safety or comfort. All customers are fully responsible for all damages they cause to the interior of the minibus or coach and will be billed for repairs carried out such as valeting, paint job needed to return the minibus to the same condition it was originally hired in.

2.) Our drivers will endeavour to get you to your destination on time but we cannot be held responsible for delays outside the company's control or the driver's control, i.e. Accidents, Traffic delays, severe weather conditions, breakdowns, strikes and road works so you are strongly advised to check your travel timings.

3.) All Quotes / Bookings are confirmed only by e-mail to all our customers.

4.) Cash, Bank transfers, Credit/Debit cards are accepted. We accept cash upon pick-up as long as a deposit has been paid before the transfer date.

5.) All monies must be paid in full prior to the performance of the booking unless agreed by Stallion Coaches. If any outstanding monies are owed, the company reserves the right to collect the monies due from the original credit/debit card used by the hirer at the time. The hirer also agrees that no charge-back will be raised to any credit/debit cards issuing company with regards to the booking payment.

6.) The quotation is given with regard to the operating costs at the time of the quotation. If more than 7 days elapse between the date of the quotation and its performance, the company reserve the right to pass on any increase in the cost of fuel or any other increased costs resulting from government action. Stallion Coaches reserves the right to charge for damage to vehicles made by the hirer and/or passengers. Monies will be collected from the hirer. Stallion Coaches charges a £150 to £500 refundable sickness and damage deposit for night time hire.

7.) All cancellations must be made in writing. Cancellation refund is based on the following, 21 days or more notice will be 50% refund, 14 days or more notice will be 25%, if the hirer cancels less than 7 days notice before the booking all monies will be forfeited to the company. All agreed refunds are sent back to the customer within 28 days of cancellation.

8.) In an emergency or request by the hirer to change the agreed conditions Stallion Coaches may return all monies paid without liability, cancel the contract but we will try to supply transport with an alternative supplier but we cannot guarantee availability and price.

9.) Stallion Coaches will make every effort to provide the minibus hire or coach hire you request but in the unlikely event that we cannot do so, reserves the right to subcontract to another minibus operator to perform the hire or provide a substitute minibus or coach hire type and capacity.

10.) All vehicles are non smoking by law. Under no circumstance is tobacco, illegal drugs, legal highs are not allowed on board. No Alcohol to be consumed on any vehicle without the permission of the Driver. Additional cleaning fee will be required if Alcohol is consumed on board.

11.) No animals are allowed on the vehicles apart from guide dogs.

12.) Stallion Coaches drivers may give advice on journey times in good faith but cannot guarantee that the journey completed is by a specific time and will not be liable for any inconvenience or loss incurred caused by breakdown or unforeseen circumstance.

13.) Stallion Coaches reserves the right to cancel any booking for the following reasons –

(A) If a customer is making unreasonable demands.

(B) Being abusive to our customer booking team

(C) unforeseen circumstances out of our control.

PLEASE NOTE: We will do our very best to carry out all minibus hire and coach hire but cannot be liable for circumstances out of our control.

13.) Complaints must be made in writing within 7 days of the date of hire to bookings@stallioncoaches.com

14.) The driver is responsible for the safety of the vehicle, if any passengers breach statutory regulations. The driver has the full authority to have them removed and if the passenger's conduct results in damage to the vehicle the hirer shall be responsible for any remedial costs incurred.

15.) Stallion Coaches accept no responsibility for bodily injury or death or sickness to the signatory of the contract or any person except where such death or injury is caused directly by the minibus hire driver.

16.) All lost property will be kept at the office and will try to return any lost or left items in the minibus or coach vehicle to all clients but there may be additional charges for this service.