



PRESTIGE COACH HIRE

Terms and Conditions

Location New South Wales Australia

1. Introduction

These Terms and Conditions ("Agreement") govern the use of coach hire services provided by Prestige Coach Hire ("we," "us," or "our"). By booking or using our services, you ("the Client") agree to these terms. If you do not agree to these Terms and Conditions, you must not use our services.

2. Booking and Confirmation

- A booking is only confirmed when the Client has made a deposit and received a confirmation notice from Prestige Coach Hire.
- The Client is responsible for providing all necessary details for the booking, including the date, time, and destination.

3. Payment Terms

- A deposit of 25% is required at the time of booking to secure the coach hire.
- Final payment must be received no later than [3] days before the scheduled travel date,
- Payments can be made via [methods of payment accepted, e.g., direct debit, bank transfer] unless otherwise agreed in writing.
- If full payment is not received by the due date, we reserve the right to cancel the booking.

4. Cancellations and Refunds

- Cancellations made more than [3] days before the travel date will receive a refund of the deposit, less any administrative fees.
 - Cancellations made less than [2] days before the travel date will not be refunded.
 - Prestige Coach Hire reserves the right to cancel the booking in the event of unforeseen circumstances, such as vehicle failure, weather conditions, or any other reasons beyond our control. In such cases, we will offer an alternative service or provide a full refund
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5. Liability Disclaimer

- Prestige Coach Hire will not be held liable for any direct, indirect, or consequential loss, injury, or damage, including but not limited to personal injury, loss of property, or financial loss that may occur during the course of the hire.
 - We do not accept any liability for delays or cancellations caused by factors beyond our control, such as road closures, traffic, weather conditions, accidents, or mechanical failure.
 - The Client is solely responsible for the safety and conduct of all passengers on board. Prestige Coach Hire is not liable for any injury or loss arising from the actions of passengers or third parties.
 - Prestige Coach Hire is not responsible for any lost or stolen property during the hire period. Passengers should take all reasonable precautions to secure their belongings.
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6. Passenger Conduct

- Passengers must comply with all instructions from the driver or other company representatives.
- Smoking or vaping is strictly prohibited, in accordance with statutory law. We are committed to providing a smoke-free environment to ensure the health and comfort of all passengers.
- Alcohol consumption and the use of illegal substances are also strictly prohibited on board.
- Standing on coaches is not permitted, as per statutory law. This policy ensures the safety and comfort of all passengers during travel.
- All our coaches are equipped with seatbelts to ensure passenger safety. Seatbelts must be worn at all times throughout the journey.
- Passengers causing damage to the vehicle or behaving inappropriately may be removed from the service, and the hirer may be liable for any resulting costs.
- We do not provide baby seats for hygiene purposes. You can arrange for your baby seat for the day of your booking. Please discuss and pre-arrange this requirement before confirming your booking with us.

7. Food and Drink

- Consuming food or drinks, except water, is not allowed to maintain cleanliness. Exceptions for special events can be approved by the operations manager at the time of booking.
 - The hirer is responsible for ensuring the vehicle is left in a clean condition. A cleaning fee of \$120.00 will apply if additional cleaning is required.
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8. Driver Hours and Rest Periods

- To ensure the safety of all passengers, drivers must adhere to regulated working hours and rest periods.
 - For extended trips, overnight stops may be required. The hirer will be responsible for covering the driver's accommodation and meal costs.
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9. Luggage and Personal Belongings

- Passengers are responsible for their personal belongings. Prestige Coach Hire accepts no liability for lost, stolen, or damaged items.
 - Oversized or heavy items must be disclosed at the time of booking and may be subject to additional charges.
 - Prohibited items such as hazardous materials, weapons, and flammable substances are not allowed on board.
 - Pets are not allowed on our coaches.
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10. Liability

- Prestige Coach Hire will take all reasonable precautions to ensure passenger safety. However, we accept no liability for injuries, accidents, or damages arising from:
 - Passenger actions or negligence.
 - Failure to comply with safety instructions.
 - External events outside our control (e.g., traffic conditions, weather).
 - The hirer is responsible for any damages caused to the vehicle by passengers and will be billed for repairs or replacement costs.
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11. Service Delays and Interruptions

- Prestige Coach Hire will make every effort to adhere to schedules but cannot guarantee punctuality due to traffic, weather, or other unforeseen circumstances.
 - No refunds or compensation will be provided for delays or interruptions caused by factors beyond our control.
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12. Pricing and Changes

- All quoted prices are subject to change based on fuel costs, tolls, or other operational expenses. Any changes will be communicated to the hirer prior to the service date.
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13. Complaints

- Any complaints regarding our services must be submitted in writing to Prestige Coach Hire within 7 days of the service date. We will review all complaints and respond within 14 - 28 days.
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14. Responsibilities of the Client

- The Client is responsible for ensuring all passengers are ready at the agreed departure time and location.
 - The Client must ensure that all passengers comply with the driver's instructions and behave in a manner that does not disrupt the driver or other passengers.
 - The Client must inform Prestige Coach Hire of any special needs, such as accessibility requirements or medical conditions.
 - The Client is responsible for any damage caused to the coach by passengers during the hire period, including but not limited to damage to seats, windows, and fittings.
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15. Insurance

- Prestige Coach Hire maintains appropriate insurance coverage for all vehicles, including passenger and third-party liability insurance, as required by law in New South Wales.
 - It is the Client's responsibility to arrange for any additional insurance if desired, including coverage for lost property or personal injuries.
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16. Force Majeure

- Prestige Coach Hire will not be liable for any failure or delay in the performance of our services due to events beyond our reasonable control, including but not limited to natural disasters, strikes, terrorism, civil disturbances, or government restrictions
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PRESTIGE COACH HIRE

17. Indemnity

- The Client agrees to indemnify and hold harmless Prestige Coach Hire, its employees, agents, and contractors from any claims, losses, or damages, including legal fees, arising from the Client's or passengers' actions or omissions during the hire period.
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18. Conduct and Safety

- All passengers must comply with the instructions of the driver at all times, especially concerning safety measures, emergency procedures, and the use of seat belts.
 - Smoking is strictly prohibited on all vehicles.
 - The consumption of alcohol is not permitted unless explicitly agreed upon in writing by Prestige Coach Hire.
 - Dangerous or prohibited items (e.g., illegal substances, fireworks, weapons) must not be brought aboard the vehicle.
 - The Client is responsible for ensuring that no items or activities endanger the safety and comfort of other passengers or the driver.
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19. Privacy and Data Protection

- Prestige Coach Hire collects personal information for the purposes of booking and providing services. Your information will be stored securely and used in accordance with privacy laws.
 - We will not share your personal data with third parties except where necessary for the provision of services or as required by law.
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20. Governing Law

- This Agreement is governed by the laws of New South Wales, Australia. Any disputes arising under this Agreement shall be resolved in the courts of New South Wales.
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21. Contact Information

For any questions or to make a booking, please contact:

Phone: 0419 147 353

Email: info.prestigecoachhire@gmail.com

Website: www.prestigecoachhire.com.au

By confirming a booking with Prestige Coach Hire, the Client acknowledges and agrees to these Terms and Conditions, including the limitation of liability.