



Terms & Conditions of Hire

SELECT COACH HIRE LTD · SELECTCOACHHIRE.CO.UK · 0330 223 1040

Please read these Terms and Conditions carefully before placing a booking. By placing a booking with Select Coach Hire Ltd you confirm that you have read, understood and agree to be bound by them.

By requesting a quotation by telephone or email, or by completing a quotation or booking form on our website, you also agree to receive relevant marketing information from the Company in line with our Privacy Policy.

Definitions

the Company

Select Coach Hire Ltd, and any brand or identity under which it trades.

the Customer / you

You, your travelling party, and any person associated with the booking. The Customer named on the booking is the Party Leader.

our Operator / our Supplier

Any third-party coach operator, agent or supplier engaged by the Company to fulfil all or part of your booking.

the Driver

The driver of the vehicle supplied for your hire, whether employed by the Company or by our Operator.

Terms and Conditions

1. Acceptance of these terms

By placing a booking with the Company, the Customer confirms that they have read, understood and agree to abide by these published Terms and Conditions (clauses 1 to 25). Please ensure you have read and fully understand them before placing a booking with the Company.

2. The agreement

By asking the Company to confirm your booking, you accept the terms of this Agreement, which incorporates the information, restrictions and obligations set out here. This constitutes the entire agreement between the Company and the Customer in respect of your booking and travel arrangements. You also consent to our processing personal information about you and other members of your party where that information is provided to us.

3. Governing law

Your contract with the Company is subject to the laws and jurisdiction of England and Wales. You may instead choose the law and jurisdiction of Scotland or Northern Ireland if your main residence is in one of those countries.

4. Payment and booking authority

All bookings must be paid in full no later than 14 days before travel. All bookings must be made by, and in the name of, the cardholder or their authorised representative, who will be named as Party Leader. The Company must speak to the cardholder, or hold written authorisation from them, to confirm identity before any payment is taken. We may also request your year of birth only, before your booking is accepted.

5. Fraudulent or deceptive bookings

The Company reserves the right to refuse or terminate a booking where we believe it has been placed by deceptive or fraudulent means, and to report to the relevant authorities any deceptive method used by the Customer, or any member of their party, to obtain products or services from the Company or our Agents.

6. Confirmation of booking

A booking is not confirmed until the deposit, or the full amount, has been paid when due. We reserve the right to cancel any booking that is not paid in full within 14 days of the first travel date, unless we have agreed otherwise in writing. Any deposit paid will be forfeited.

7. Privacy

We do not store credit card details, and we do not share customer details with any third parties.

8. Events beyond our control

The Company will not be held responsible for financial or personal loss to the Customer or their group in the event of mechanical failure or events beyond the Company's control. Events beyond our control include, but are not limited to: war or threat of war; riots or civil disturbance; terrorist activity; industrial disputes; natural and nuclear disasters; fire; epidemics; technical problems with transport, including changes arising from the rescheduling or cancellation of a hire by the Company or one of our Agents, or the alteration of the vehicle or vehicle type for reasons beyond the control of the Company, our Agents or our Suppliers; closed or congested roads, villages, towns and cities; hurricanes; other actual or potential severe weather conditions, whether they materialise or not; and any other similar event. This applies whether such events affect pick-up times, or result in cancellation of the hire by the Company, our Agent or our Supplier at immediate or short notice, and whether or not the hire period has already begun.

9. Vehicle availability and specification

Should the specified vehicle not be available, the Company will endeavour to match or better the vehicle booked with an equivalent or superior model. We are therefore unable to guarantee vehicle specifications, including but not limited to interior features, decorative themes, quantities of inclusive beverages, and colour scheme (including body colour).

10. Cancellation by the Customer

Cancellations will only be accepted by telephone conversation with the named Party Leader, and must then be confirmed to the Company in writing by letter or email.

Cancellation charges are based on the number of days between the date we receive your cancellation notice and your booked travel date. Charges are a percentage of the total cost of your booking. Your deposit is retained on any cancellation; the percentage payable is calculated on the total amount originally quoted, including the deposit.

Cancellation charges

NOTICE GIVEN BEFORE TRAVEL	CHARGE
More than 30 days	Loss of deposit only
29 – 22 days	25% of total booking cost

NOTICE GIVEN BEFORE TRAVEL	CHARGE
21 – 15 days	50% of total booking cost
14 – 8 days	75% of total booking cost
7 – 0 days	100% of total booking cost

10.1 Cancellation or postponement due to Covid-19 restrictions. If you need to cancel or postpone your booking because of newly introduced Covid restrictions, and you notify us in writing more than 7 days before your first travel date, your deposit and any additional payment made will be held on account for you to use against a future booking with us. Any notification received in writing giving less than 7 days' notice of travel will unfortunately result in no refund, in line with the standard cancellation charges above.

10.2 Fuel price increases. Because of market conditions, the price of fuel is currently subject to sharp increases which may affect the final price we have to charge for your journey. If such increases occur between the date of your quotation or booking and the date of travel, the price may need to be amended accordingly.

11. Amendments

Amendments to a booking are permitted no later than 7 days before the hire. An amendment is any change to your original booking that requires a new booking confirmation to be issued by the Company. Please note that in some cases a major change — such as a change of date, time, or vehicle — will be treated as a cancellation, and our cancellation policy at clause 10 will apply.

An amendment fee is charged for each amendment made to your booking, in addition to any increase or decrease in the cost of hire resulting from that amendment. All amendments must be made before your travel date and are subject to availability. If we are unable to proceed with an amendment and you wish to cancel your booking, our standard cancellation policy will apply, based on your original booking.

Changes treated as an amendment include:

- Change of pick-up address or destination address
- Change of pick-up date or return date
- Change of pick-up time or drop-off time (same day where possible)
- Change of pick-up date and time, or return date and time, to an alternative day
- Change in the number of passengers
- Change in the number of passengers together with a change of vehicle type, resulting in an upgrade or downgrade of vehicle size or specification
- Change of vehicle type alone, resulting in an upgrade or downgrade of vehicle size or specification

12. Change of vehicle by the Company

The Company reserves the right to change the vehicle requested for hire at any time. This includes, but is not limited to, the colour, style and model of the vehicle. We will only do so where we consider the requested vehicle unfit to carry you and your party, and we will do our best to replace it with an identical model, although we cannot guarantee this. By placing a booking with the Company you confirm that you accept this policy, and that the Company will not be held responsible for claims made against it in respect of it.

13. Refunds

All agreed refunds will be made within 24 hours, using the method by which the original payment was made.

14. Smoking and prohibited substances

Smoking and the use of prohibited substances are banned at all times in any Company or Operator vehicle. Should our drivers become aware of any such breach by the Customer or their travelling group, the Company or our Operator reserves the right to cancel the hire with immediate effect and to set down all passengers at the first safe place to do so. The Company will not be held accountable for any resulting travel costs, and will inform the relevant authorities, passing on the relevant booking details, in respect of breaches of UK law, including the smoking legislation. By agreeing to these Terms and Conditions, the Customer indemnifies the Company in respect of doing so.

15. Damage to the vehicle

Any damage caused to the vehicle by the Customer or any member of their party is the sole responsibility of the Customer. All costs associated with repairs and damage must be paid by the Customer within the timeframe agreed with the Operator. An additional daily charge may be imposed if the vehicle is taken out of commission, at the daily hire rate applicable to that vehicle. Criminal damage may be reported to the relevant authorities where the Company considers this necessary.

16. Complaints

If you have a complaint about your arrangements while travelling, you must notify the Operator of the service in question immediately and locally. If our Operator is unable to resolve the problem immediately and a member of Company staff is not available, you should contact us by telephone as soon as possible and we will endeavour to assist. Our Customer Service office hours are 9.00am to 5.00pm, Monday to Friday; our offices are unable to assist with this type of enquiry on Saturdays, Sundays or bank holidays.

If you remain dissatisfied on your return, you must write to our Customer Service Department at the address given at the end of these Terms and Conditions, or email us by replying to your original booking, within 7 days of your travel date, so that your complaint can be properly investigated. Please quote your booking reference number in your letter or email, and include your daytime and evening telephone numbers. Failure to supply any part of this information may result in your complaint being dismissed.

If you do not give the Company or our Operator the opportunity to resolve a problem locally by reporting it during the hire period, we may not be able to deal positively with any complaint on your return, and may decline any request for a refund or compensation.

16.1 Any complaint regarding the condition of the vehicle supplied, the Driver, or the vehicle's facilities must be supported by photographic or video evidence.

16.2 Standard compensation will be paid as set out below in the event of a proven vehicle service failure, provided that the Customer is not in breach of any term of this Agreement.

Standard compensation for proven service failure

ISSUE	CIRCUMSTANCES	COMPENSATION
Vehicle late pick-up	Up to 45 minutes	No refund
	46 – 90 minutes	5% of booking value
	91 – 180 minutes	8% of booking value
	181 – 300 minutes	12.5% of booking value
Vehicle no-show (single-leg journey)	Vehicle fails to arrive to collect passengers and passengers make other arrangements	Full refund

ISSUE	CIRCUMSTANCES	COMPENSATION
Vehicle no-show (multi-leg journey)	Vehicle fails to arrive to collect passengers and passengers make other arrangements for a specific leg of the journey	Refund of charges relating to the affected leg
Vehicle toilet	Vehicle does not have a working toilet, or the toilet is not accessible, and this facility was detailed in the booking confirmation	to be confirmed
Air conditioning	Vehicle does not have working air conditioning and this facility was detailed in the booking confirmation	to be confirmed

17. Passenger numbers

The Company accepts no responsibility for any claim made by our Operators as to the number of passengers that may be carried in a vehicle. Any comment made by our Operators is a personal opinion and does not represent the views of the Company. The Company will select a vehicle based on the number of passengers booked and the capacity for which the vehicle is designed.

18. Drivers' hours, timings and delays

Drivers' hours and rest periods are strictly regulated by law, and the Customer accepts responsibility for the timings agreed at confirmation of booking. The Customer accepts that neither they nor their passengers shall delay or interrupt the journey in such a way as to cause the Driver to breach drivers' hours regulations, and must adhere strictly to all collection times contained in the booking confirmation. If any breach is likely to occur, the Customer agrees to pay any additional costs incurred. Drivers must take a rest break after 4 hours 30 minutes of driving, and that break must be at least 45 minutes long. Driving time starts from the time the vehicle leaves the depot, not from the arranged pick-up time.

18.1 If delays occur for any reason, the Company may take whatever action is deemed necessary in order to comply with the law. In the unlikely event of a delay, the Company cannot be held responsible for any loss arising as a result of that delay or of non-performance of the services, unless it is due solely to the negligence of the Company.

18.2 The Customer may not assume the use of the vehicle between outward and return journeys, nor that the vehicle will remain at the destination for the Customer's sole use, unless this has been expressly agreed in writing by the Company. The Company reserves the right to levy additional charges for timings or mileage over and above the original agreement, on a pro-rata basis as confirmed to the Customer at the time of booking.

18.3 The Customer acknowledges that no luggage may be left on the vehicle unless specifically agreed with the Company.

18.4 Should the Customer be late for any pick-up set out in the booking confirmation, the Customer will be liable for any additional costs incurred by the Company in providing the service.

18.5 Where the booking is from an airport and the Customer has provided a scheduled arrival time, the Company will adjust the scheduled pick-up time to allow 45 minutes for passengers to disembark the flight, reclaim luggage and clear customs.

18.6 A driver will wait for a maximum of 30 minutes from the scheduled pick-up time, or such shorter period as the Driver determines in order to avoid adversely affecting their drivers' hours. Should the Customer not have arrived for pick-up within that period, the Company is relieved of any obligation to provide the service and will have no liability to the Customer for any costs incurred in completing their journey.

19. Conduct while travelling

The Company and our Operator reserve the right to refuse to accept you, or to continue dealing with you as a customer, if your behaviour or that of anyone in your group is disruptive, or if you or any member of your group appears to be under the influence of prohibited or licensed substances to an extent that has a detrimental effect on you or any member of your party. Racially aggravated, sexist and other derogatory comments and behaviour will not be tolerated under any circumstances.

If a driver considers that any person travelling in your group poses a danger, or acts inappropriately towards our Operator's employees, towards any vehicle belonging to our Operator, or towards any other member of your group, our Operator reserves the right to terminate the booking with immediate effect at the safest point to do so. Our Operator may also be instructed to do so by the Company's office, should such advice be sought. No refund will be given in these circumstances, and the Company cannot be held responsible for any associated costs incurred by you or your group. No correspondence will be entered into by the Company or our Operator should this situation arise.

This clause applies equally before and after travel, including to threatening or abusive behaviour towards Company staff or our Suppliers, whether by telephone, in writing or in person.

If you or any member of your party are disruptive and this means that you or members of your group are not allowed to board the vehicle at the outbound pick-up, we will treat your booking as cancelled by you from that moment, and you will be liable for the full cancellation charges set out at clause 10. If this occurs at the destination, you become responsible for your own return home, and for that of any other member of your group who cannot or will not travel without you.

In any circumstance described in this clause 19, no refund or compensation will be paid to you or your party. In addition, the Company may make a claim against you for any costs and expenses incurred as a result of your behaviour or that of any member of your party — for example, the cost of diverting the vehicle. Criminal proceedings may also be instigated by the Company against the Customer.

20. Insurance

The Company recommends that adequate insurance is in place for events and special occasions booked by the Customer, and that you speak to your insurance adviser to ensure that suitable cover is arranged for your event or occasion. The Company, our Suppliers and our staff are not authorised to discuss insurance options with you; we do not offer this type of insurance and are unable to offer guidance on obtaining cover.

21. Changes to these terms

The Company reserves the right to alter or amend these Terms and Conditions at any time. Should we do so, we will email the changes to you no less than 10 days before your travel date. You then have 7 days in which to raise an objection to the amendments. If we do not receive a reply from you, we will assume that you have accepted the new Terms and Conditions, and no correspondence will be entered into.

22. Booking confirmation details

Terms used within your booking may affect the type of hire you have booked. Any request made at the time of booking must be detailed on your confirmation. If anything appears to be incorrect, or missing, please reply to your booking confirmation email with the correct details.

23. Your consumer rights

No part of these Terms and Conditions affects your rights as a consumer. These Terms and Conditions are in addition to your rights as a consumer.

24. Property and luggage

Our vehicles are subject to statutory safety restrictions on the carriage of luggage, and the Driver has sole authority to decide whether property is suitable to be carried on that vehicle.

While the Company will take all reasonable care of passengers' property, it cannot accept liability for any damage to, or loss of, property carried on the vehicle. The Company strongly recommends that no valuables are left on the vehicle at any time, even when the vehicle is locked.

Nor can the Company accept responsibility for any loss of, or damage to, property left on the vehicle after hire. Property found on the vehicle after hire will be held at the vehicle operating base for a maximum of 30 days. It is the responsibility of the Customer or the passenger to collect the property, and any costs incurred in collecting it are to be borne by the Customer or passenger. Property is to be collected at a time agreed between the Company and the Customer or passenger.

25. Contact us

Correspondence and Customer Service

(including written complaints under clause 16)

Select Coach Hire Ltd
450 Bath Road, Longford
Heathrow, London UB7 0EB

Telephone

0330 223 1040

Email

General enquiries and bookings: sales@selectcoachhire.co.uk
Service and operational matters: operations@selectcoachhire.co.uk
Invoices and payments: accounts@selectcoachhire.co.uk

Website

selectcoachhire.co.uk

Office hours

9.00am – 5.00pm, Monday to Friday (excluding bank holidays)

Registered in

England and Wales, company number 08682654

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