

## **Private Booking**

### **How do I make a private booking?**

You can book online or download a booking form. Complete the form with as much information as possible and click submit or fax to us on 0208 921 4503. We will then calculate a cost and check availability and advise you.

### **How much will it cost?**

The cost of transport is based on a number of factors, the destination, pick up and drop off times, the number of hours (and or days) you require, the size of the vehicle (s) and availability.

### **What information do I need to make a booking?**

The number of people who wish to travel, the location and times of pick up points and destination and how long you require the coach for, any special needs or requirements, etc. You must advise us of the number of wheelchair users and whether they are able to transfer to a normal seat.

### **Have your vehicles got seatbelts?**

All our vehicles have seatbelts which must be used when the vehicle is moving.

### **Can I book more than one bus?**

Yes but this is dependent on availability.

### **Do you provide baby seats, booster seats etc.?**

Dependent on availability we may be able to provide a limited number of child seats. Children should travel in a seat appropriate for their age, height and weight. Children may not sit on or between another person's lap or seat.

### **Will the vehicle stay at the destination?**

It may be necessary for the vehicle to leave the drop off point and return at the requested pick up time. This may be to undertake another journey or to park safely and legally.

### **Do I have to pay a deposit?**

No deposit is required, the cost will be charged to you after the journey is completed. For a private booking this must be paid if full 7 days before the trip.

### **Will I be charged if I cancel the booking?**

There may be a charge for late cancellation or no show. Please see conditions of hire for further information

### **Do I pay the driver?**

No, all payments should be made upon receipt of a valid invoice from the GS Plus.

### **Are animals allowed on vehicles?**

The carriage of animals (with the exception of assistance dogs) is strictly prohibited.

### **Can we change the destination once we have booked?**

You may change the destination after the booking has been arranged and before the day of departure as long as reasonable notice is given. There may be an extra charge dependent on the change made.

**Can we change the destination when we are on route?**

No, unless prior agreement direct by the Transport office. Do not ask the driver to change the destination.

**Can we stay longer at our destination?**

It is not always possible to allow extra time at the destination as the driver and vehicle may be required for other duties or not have enough “driving hours” to complete the journey legally. You should take advice of this possibility at the time of booking.

**Can we eat, drink, and smoke on the vehicles?**

We do not allow eating, drinking or smoking on our vehicles.

**What vehicles do you have?**

We operate a range of vehicles from 9 to 53 seat Coaches.

**Do your vehicles have wheelchair access?**

A large percentage of our vehicles have wheelchair access although our large coaches are not wheelchair accessible.

**Are your staff trained and qualified?**

All transport staff undertake a rolling program of training designed to meet the needs and special requirements of users. Please inform us of any special requirements your group may have at the time of booking.

**Does the staff carry ID and are they uniformed?**

All staff carry photographic ID, wear uniform and are DBS (Disclosure & Barring Service, formerly enhanced CRB) police checked.

**How do we contact you?**

Please see the contact us page which gives you full details.

**Can I hire a bus without a driver?**

No

**What time will the passengers be picked up?**

You should ensure that the passengers are ready, or at the pick-up point, before the notified time, as staff are instructed not to wait for more than **three** minutes beyond the stated pick up time. If transport does not arrive within 10 minutes, you should contact the Operations Office.

**Can I alter the pickup/return times?**

It may be possible to alter times, and each individual request will be looked at separately and then an informed decision will be made as to whether it is possible.

**Where will the passenger be picked up?**

Where the client requests so long as it is safe and legal

## **Equipment**

Additional equipment and baggage will only be carried if there is room and it can be safely stored and secured.

### **The transport has not turned up, what should I do?**

Please contact the Operations Office for assistance.

### **Passenger behaves badly on transport**

If the passenger's behaviour on the vehicle becomes a problem we will work with you to try and bring about an improvement. If, however, there is no improvement, or if the problem gets worse, then action will be taken to ensure that neither the passenger nor any other passengers or members of staff are placed at risk.

Dangerous or inappropriate behaviour may result in the passenger being taken off transport on a temporary or permanent basis. In not transporting the passenger, we would not be implying that travel arrangements were not necessary and should not be provided, but that passenger's behaviour is such that they cannot take advantage of the provision on Health & Safety grounds.

### **What happens in the event of a vehicle breakdown?**

The crew will contact the Operations Office who will send out a replacement vehicle if necessary and contact you and the destination informing them of the situation.

### **What happens in the event of an accident?**

In the event of an accident the driver will contact the emergency services if required and the Operations Office who will send out a replacement vehicle if necessary and contact the destination and you informing of the situation.

### **The passenger has left something on the transport, how can I retrieve it?**

Contact the Operations Office as soon as possible to allow us to check the vehicle before it is used again. If found we may return the items to the destination or yourself the following day dependent on schedules.

### **What is the procedure during adverse weather conditions?**

Drivers will be expected to use their discretion as to whether a road is passable or not. Parents, Guardians, schools and centers can help Operations by advising them of adverse weather conditions in their locality.

Drivers may choose to abandon a journey if driving conditions are deteriorating.