

Dear Coach Hirer,

We are pleased to offer the following assurances of our concern for the safety and well-being of passengers on any coaches you may hire from us. As Members of the Guild of British Coach Operators we are required to meet certain minimum standards and these are mentioned below.

Drivers

- We are committed to providing training to keep drivers aware of legal requirements, plus good and safe working practice. Our drivers undergo industry specific training courses, defensive driving and some also have basic first aid skills.
- Driver's knowledge of road law, including the safety related driving hours rules, is tested soon after engagement and at two yearly intervals thereafter.
- All drivers undergo the Criminal Record Bureau disclosure procedure.
- Drivers are contractually obliged to notify us within 24 hours: of conviction of any motoring offence, or conviction for any other offence affecting their suitability to drive PCV's, or the diagnosis of any medical condition which could affect their suitability to drive PCV's.
- On engagement and then at intervals of no more than 6 months all drivers' licences are inspected.

Coaches

- All engineering staff are themselves competent by training, examination or experience to do the tasks to which they are assigned; or will be supervised by such a person.
- All coaches have a daily walk-round visual check by driver or engineer.
- Drivers make a written report of any defect which becomes apparent when a vehicle is in use and these defects are rectified before the vehicle is returned to service.
- A full engineering maintenance inspection is made at no more than 6 weekly or 10,000kms intervals.

Cleanliness and Hygiene

- Coaches are washed and cleaned at least once a day and between each hire on any one day where this is possible. This also applies to on-board toilets.
- Luggage lockers are cleaned at a frequency, which avoids luggage becoming soiled.
- We comply with a Code of Practice relating to hygiene on coaches issued by the Chartered Institute of Environmental Health.
- We have adopted a Health and Safety policy statement. This can be supplied on request.
- As a Company we are environmentally conscious. Drivers are particularly required to desist from actions which are environmentally harmful.

For Your Peace of Mind

- Our sales office is staffed by people who are competent to advise on all aspects of coach hire.
- To avoid any doubt about what is to be provided we give written confirmation of both quotations and coach hire bookings – unless either customers do not want them or there is insufficient time between booking and hire for it to happen.
- In the unlikely event of a complaint, we will acknowledge it within 5 days and seek resolution within 28 days.
- As part of the membership process of the Guild of British Coach Operators, the company undergoes a systems audit every two years to ensure the minimum standards are upheld.
- When we provide package tours to which the Package Tours Regulations apply any pre-payments by clients are protected by means of a bond provided by Travel & General Insurance, in addition we are full members of the Confederation of Passenger Transport UK Bonded Coach Holiday Scheme, membership number 726.
- Emergency 24 hour Cover – Should you require emergency assistance regarding a hire please call our day hire number 01423 321240 and listen to the recorded message for the on call 24 hour number.

For your further information, references or relevant information can be obtained from the following organisations.

- Our insurance broker is: Giles Insurance Brokers
Wentworth House
Turnberry Park Road
Gildersome, Leeds, LS27 7LE
Tel: 0113 3074800

- Our fleet insurer is: QBE Insurance (Europe) Limited
One Coval Wells
Chelmsford
Essex, CM1 1WZ

Policy Number: Y003170FLT0109A
Renewal Date: 18 August 2011

- Our Public Liability policy is with: Allianz Cornhill Insurance Plc
57 Ladymead
Guilford, GU1 1DB

Cover: £0 to £5,000,000
Policy Number: 17732160
Renewal Date: 18 August 2011

- If you want confirmation of our financial stability you are welcome to contact our Bankers or auditors:

Bankers:
HSBC Bank Plc
Bridge Street
Boroughbridge
York, YO51 9LE

Auditors:
Mazars LLP
Geldars Road
Gildersome, Leeds
LS27 7JN

- Likewise, enquiry can be made of our standing as PSV operator licence holders from:

The Area Traffic Commissioner
Harehills
Leeds

Our Operators licence number is **PB0000268**

- When we provide package tours to which the Package Tours Regulations apply any pre-payments by clients are protected by means of a bond with the Bonded Coach Holidays Group. Our **BCH membership number is 726** and details can be obtained from:

The Confederation of Passenger Transport
Drury House
34-43 Russell Street
London
WC2B 5HA

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