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**MINIBUS HIRER’S GUIDE**

**Please note:**

**Provisional bookings or enquiries made by telephone or email cannot be considered as a firm booking until a completed booking form is received by the Back & 4th office.**

**Your booking**

All bookings are taken subject to the availability of both a suitable vehicle and a volunteer driver. Bookings made more than one month in advance will normally be confirmed two weeks before the proposed date of travel; late bookings will be confirmed as soon as possible. There may be times when, due to circumstances beyond our control, Back & 4th is unable to supply a vehicle as requested; whilst we will always endeavour to offer you an alternative vehicle, we are unable to accept any liability to hirers for any loss or damage incurred, either directly or indirectly, which was not reasonably foreseeable by us which arises from our failure to honour any part of your reservation. In order to comply with the licence that our service operates under, the hirer must provide us with a list of passenger’s names and details prior to departure.

**Safety**

All Back & 4th vehicles have factory fitted seatbelts which must be worn at all times unless a passenger has a medical certificate excusing this. We also have a small supply of child booster seats, if needed; hirers should request these at the time of booking.

**Care of Vehicle**

Back & 4th operates a strict ‘no smoking’ policy on board all of its vehicles. Passengers are also requested not to eat or drink whilst on board the vehicle. Hirers are requested to return the vehicle in a clean and tidy condition, failure to comply with this request will incur a cleaning fee of £25.00 which will be added to your invoice.

**Wheelchairs Walkers and Mobility Scooters**

Our vehicles are wheelchair accessible, it is the hirer’s responsibility to make Back & 4th aware of any wheelchairs that will carried on their trip and ensure all wheelchairs that are used are crash tested to ISO 7176-19:2008. Non crash tested wheelchairs transporting people will not be taken under any circumstances. Information about the make and model of the wheelchairs also ensures that an appropriate vehicle and fixings are provided. When passengers travel in a wheelchair, hirers should be aware that this may reduce the total number of passengers that can be carried. Folded wheelchairs and/or walking aids also need to be stowed securely and may take up one or more of the seats. Back and 4th staff are always happy to advise on wheelchairs and seating capacity prior to confirming a booking.

If you will have passengers travelling in wheelchairs or using walkers please email/ring the office the day before to confirm numbers to ensure that the vehicle has the right amount of restraints and/or seats removed to transport them.

Unfortunately due to safety reasons we do not carry Mobility scooters.

**Cancellation**

If a hirer cancels a reservation within 24 hours of the booked pick up time Back & 4th reserves the right to make a cancellation charge equivalent to one day hire.

**Miscellaneous**

The hirer is responsible for any additional charges associated with their trip including parking and toll roads.

All information provided on this booking form will be stored securely on the Back & 4th database in line with the Data Protection Act 1998, and protected against unlawful or unauthorised use. It is our policy that all personal information will only be used for our own purposes and will never be passed to a third party.