



Master Terms of Service & Conditions of Hire - PEAK TRAVELS LTD

These Terms of Service and Conditions of Hire (the "Terms") constitute a legally binding agreement between you, the user/hirer ("you", "your", "the Hirer"), and Peak Travels Ltd of 104 St. Andrews Way, Slough, Berkshire, United Kingdom, SL1 5LJ ("Peak Travels", "we", "us", "our"). These Terms govern all transport services provided by us, as well as your use of our websites (including www.peaktravels.co.uk and any subsidiary sites), whether booked online, via telephone, email, or any other method.

1. General Conditions & Application

1.1 The Hirer is defined as the individual or entity making the booking. The Hirer accepts full financial and legal responsibility for ensuring that all passengers travelling under the booking comply with these Terms. **1.2** We reserve the right to refuse service to anyone for any reason at any time. Prices for our Services are subject to change without notice prior to booking confirmation. **1.3** These Terms apply to all journeys, including but not limited to one-way journeys, return journeys, airport transfers, full-day hire, and multi-day hire.

2. Booking Enquiries & Quotations

2.1 Quotations are issued based on the information provided by you. Inaccurate or insufficient information may result in price adjustments, delays, or the rejection of a booking.

2.2 Quotations are typically valid for 14 days from the time of issue, subject to vehicle availability. Any change to the scope of the service (e.g., different vehicle size, added stops, changed times) will invalidate the original quotation and require a new one.

3. Booking Acceptance & Formation of Contract

3.1 A booking becomes contractually binding only once we have issued written confirmation AND payment (deposit or full balance) has been received. **3.2** We reserve the right to cancel a booking if we discover fraudulent information, an error in pricing on our website, or if the requested services become unavailable. If we cancel for these reasons, a full refund will be provided.

4. Payments, Deposits & Chargebacks

4.1 Full payment or an agreed deposit must be made prior to the commencement of the hire.

4.2 You agree to contact Peak Travels prior to raising a request for a chargeback or any

dispute with your bank or card issuer. If you dispute a legitimate charge without merit, we reserve the right to provide compelling evidence to refute the invalid chargeback and pursue legal action to recover lost funds and administrative costs.

5. Cancellations & Rescheduling

5.1 One-Way & Return Bookings:

- Cancellations made more than 24 hours before the scheduled pickup time: 100% refund.
- Cancellations made between 24 and 12 hours before pickup: 50% refund where full payment has been made. No refund where only a deposit has been paid.
- Cancellations made within 12 hours of pickup, or No-Shows: No refund under any circumstances.

5.2 Full-Day & Multi-Day Hire:

- Cancellations made more than 72 hours before the start of hire: 100% refund.
- Cancellations made between 72 and 48 hours before start: 50% refund where full payment has been made. No refund where only a deposit has been paid.
- Cancellations made within 48 hours: No refund.

5.3 Rescheduling: One reschedule request may be accepted free of charge, subject to availability. If we are unavailable on the new date, cancellation terms apply. **5.4 Exceptional Circumstances:** A full refund may be issued at our sole discretion where cancellation is caused by genuine events beyond the Hirer's control (e.g., natural disasters, government restrictions).

6. Pick-ups, Meet & Greet, and Delays

6.1 Standard Pick-ups: We will wait up to 15 minutes (grace period) past the agreed time at no extra charge. Waiting times exceeding this grace period are charged at £32 per hour (billed at £8 per 15-minute tranche). If a reasonable waiting period has passed without contact, it will be deemed a No-Show. **6.2 Airport Pick-ups & Flights:** We monitor flight delays and accommodate them up to a maximum of 45 minutes. For Meet and Greet services, the driver will enter the terminal 30-45 minutes after the flight lands unless otherwise agreed. If your flight is delayed by more than 45 minutes, we reserve the right to cancel the booking without liability, though we will provide a full refund of the transport cost.

6.3 Company Delays: Where the driver is delayed by more than 45 minutes beyond the agreed pickup time for reasons attributable to the Company, the Hirer may elect to cancel the booking and receive a full refund, provided they communicate this decision at that time.

7. Route, Journey Time, Tolls & Parking

7.1 Routes are determined by the driver unless specifically agreed otherwise in writing. Traffic conditions are monitored to avoid delays, which may involve diversions. **7.2** If the customer requests to choose their own route or requests additional stops/via points not on the original booking, additional charges will apply. **7.3** If the driver is obliged to enter a

congestion charging zone, toll road, airport drop-off zone, or pay for parking to fulfill the booking, the prevailing charge will be added to the cost of the booking.

8. Luggage & Property

8.1 Luggage limits are subject to vehicle capacity. Excess luggage may result in refusal of carriage or additional charges for a larger vehicle. Wheelchairs and pushchairs are transported free of charge, space permitting. **8.2** The Company and its drivers accept no liability for loss or damage to any luggage, valuables, or personal property left in the vehicle. Passengers are entirely responsible for loading and unloading their belongings.

9. Child Seats & Infant Travel

9.1 The Company does not provide baby seats, child seats, or booster seats due to health, safety, and liability considerations. **9.2** Under UK law, child seats are not legally required in minibuses and coaches classified as Public Service Vehicles (PSVs). **9.3** Parents or guardians accept full responsibility for the suitability of travel arrangements for children. Customers are welcome to bring and correctly fit their own child seats at their own responsibility. The Company accepts no liability or responsibility for the installation, suitability, or use of any child seat provided by the customer.

10. Passenger Conduct & Driver Authority

10.1 The driver is responsible for the safety of the vehicle and its occupants at all times. **10.2** The driver has full authority to remove passengers or terminate the service immediately where passenger behaviour threatens safety, legality, vehicle integrity, or involves verbal or physical abuse toward the driver or other road users. **10.3** No refund shall be due where a service is terminated due to unacceptable passenger conduct.

11. Alcohol, Food, Drink & Prohibited Items

11.1 Alcohol is strictly prohibited on all vehicles. This is a blanket ban and applies to all journeys, including sporting events. **11.2** The consumption of hot food, messy snacks, and dairy-based drinks is strictly forbidden on board. Bottled water is permitted. **11.3** Passengers, especially minors, must not use unwrapped art supplies, paints, permanent markers, or other items that pose a high risk of permanently staining the vehicle's upholstery.

12. Damage, Soiling & Vehicle Integrity

12.1 Hirer Responsibility: The Hirer accepts full financial responsibility for any damage or severe soiling caused by any passenger during the hire period. **12.2 Soiling (Cleaning):** Any soiling of the vehicle (including but not limited to food spills, mud, vomit, or bodily fluids) that requires the vehicle to be taken out of service for professional cleaning will result in a strict minimum valeting charge of £150.00. **12.3 Permanent Damage:** In the event of damage to the vehicle's interior or exterior (including but not limited to burns, tears, indelible ink/paint, broken fixtures, or smashed windows), the Hirer will be liable for the full total cost of all necessary parts and professional repair work required to restore the vehicle to its pre-hire condition. **12.4 Loss of Use:** If the vehicle must be taken off the road for

professional cleaning or repairs due to passenger actions, the Company reserves the right to charge a "Loss of Use" fee. This fee will be calculated at a minimum of £150.00 per day for each day the vehicle is out of service and unavailable for other bookings. **12.5 Payment Recovery:** By confirming the booking, the Hirer explicitly agrees that the Company may invoice the Hirer for these costs, payable within 7 days, or charge the payment card on file used for the original booking.

13. Vehicle Allocation, Images & Subcontracting

13.1 If you have requested a specific vehicle, we reserve the right to provide a replacement vehicle of equal class and type.

13.2 The Company reserves the right to subcontract bookings to vetted partner operators. In such instances, the replacement vehicle will be of an equivalent or higher standard, and Peak Travels Ltd will remain responsible for the fulfillment of the journey.

13.3 Vehicle Images & Representation: Images displayed on our websites, social media, and marketing materials (which may include actual fleet photographs, stock imagery, and AI-generated representations) are for illustrative purposes only. They are intended to represent the general standard, class, and capacity of our vehicles. We do not guarantee that the exact make, model, colour, or interior layout shown in any image will be the specific vehicle allocated to your journey, unless a specific vehicle is explicitly guaranteed in your written booking confirmation

14. Website Use, Intellectual Property & Links

14.1 All content included on the website (text, graphics, logos, images, code) is the property of Peak Travels Ltd or our affiliates and is protected by applicable intellectual property laws. You may not reproduce, copy, or distribute this material without express written permission.

14.2 Our website may contain links to other sites. We assume no responsibility for the content of third-party websites and disclaim liability for any loss arising from their use. **14.3 Blog & Information:** Content on our blog is provided for general information only. We do not accept liability for the correctness or completeness of this information, and it should not be relied upon as advice. **14.4 Website Availability:** The website is provided "as is". We accept no liability for any disruption or non-availability of the website resulting from external causes (e.g., server failures, network issues).

15. Privacy & Data Protection

15.1 We will process any personal data you provide in accordance with our Privacy Policy.

15.2 If you provide personal data relating to a third party (e.g., other passengers), you confirm you have their consent to do so and have brought our Privacy Policy to their attention.

16. Force Majeure & Limitation of Liability

16.1 We shall not be liable for failure to perform our obligations due to events beyond our reasonable control, including but not limited to severe weather, natural disasters, strikes,

road closures, or governmental actions. **16.2** In no case shall Peak Travels Ltd, our directors, employees, or affiliates be liable for any indirect, incidental, punitive, or consequential damages of any kind, including lost profits or lost revenue, arising from your use of the service or the website. **16.3** Nothing in these terms excludes or restricts our liability for death or personal injury resulting from our negligence or fraud.

17. General Provisions

17.1 Termination: We may terminate this agreement at any time without notice if we suspect you have failed to comply with any term or provision herein. You will remain liable for all amounts due up to the date of termination. **17.2 Severability:** If any provision of these Terms is determined to be unlawful, void, or unenforceable, the unenforceable portion shall be deemed severed, and such determination shall not affect the validity of the remaining provisions. **17.3 Entire Agreement:** These Terms constitute the entire agreement and understanding between you and us, superseding any prior agreements or communications. **17.4 Governing Law:** These Terms and the relationship between you and Peak Travels Ltd shall be governed by the laws of England and Wales. The Courts of England and Wales shall have exclusive jurisdiction over any dispute.