

Terms and Conditions

Our Terms And Conditions

1. All bookings are subject to these Terms & Conditions. A booking is considered complete and binding once you receive a confirmation from us, either verbally or in writing, and we have received any required deposit from you. At this point, the deposit becomes non-refundable.
2. In these conditions, “BritionsRoute” refers to “BritionsRoute.co.uk”
3. BritionsRoute (or its agents, employees, or affiliates) will not be responsible for any losses incurred by customers or passengers due to accidents or road traffic delays. Any issues of this nature should be addressed between the group leader, the passengers, and the contractor (driver). Please stay seated while the vehicle is moving.
4. BritionsRoute does not provide any guarantees or promises about bookings, and no one is authorized to make any on its behalf.
5. BritionsRoute is authorized to take any of the following actions:
 - (a) We can cancel, suspend, change, or withdraw any booked travel, transport, accommodation, or other services if we cannot fulfill the journey for any reason. If this happens, we will provide a full refund for the cancelled or suspended service. We will notify you in advance before your travel. Refunds may also be issued due to unforeseen issues like vehicle breakdowns or driver unavailability. We will make every effort to cover these issues, but we are not responsible for any additional costs related to last-minute arrangements, whether made by us or by you.
 - (b) We have the right to refuse to transport or accommodate any individual and to ask them to leave, without needing to give a reason for our decision.
6. Charges for all transactions will be based on the current prices at the time the service is provided. These prices may change without notice if there are any fluctuations in exchange rates or fare rates.
7. Any damage to the vehicle or its equipment caused by any member of your group, whether intentional or accidental, will be the Hirer’s responsibility. The Hirer must cover the cost of repairs and any related losses or downtime directly with BritionsRoute or, in most cases, with the contracted company. We or our contractor may seek reimbursement from you (Client) for any costs incurred due to your actions, such as diverting the vehicle for your party. In some cases, criminal proceedings may be pursued against you (Client) if necessary. As a booking agent, BritionsRoute or its subsidiaries are not liable for damages caused to the vehicle by passengers. The Hirer is fully responsible for any

charges, damages, or compensation related to the vehicle, unless BritonsRoute has agreed otherwise in writing with the contractor (driver). BritonsRoute will cooperate with both parties to help resolve the situation and may request photo evidence for documentation.

8. BritonsRoute will plan the route for the journey unless the Hirer requests a specific route. If the Hirer later arranges any changes to the route that increase mileage or time, the Hirer will be responsible for covering the additional costs incurred.
9. All vehicle hire arrangements depend on the availability of a vehicle or vehicles with the necessary capacity at the specified date and time. A quote from BritonsRoute does not ensure vehicle availability. BritonsRoute is not liable for any unavailability of vehicles despite having provided a quote. We reserve the right to cancel and refund the booking if we are unable to meet the request.
10. To secure your booking, a non-refundable deposit of 40% of the total hire charge is required unless otherwise agreed upon. This deposit ensures that your reservation is confirmed. If, for any reason, we are unable to fulfill your journey request, the deposit will be fully refunded. Please note that the deposit is non-refundable under all other circumstances.
11. Once a confirmation and deposit for a booking has been received, the deposit is non-returnable. If a booking is cancelled more than 14 days before a journey taking place a 40% cancellation charge will apply on the total payment. If a booking is cancelled between 7 and 14 days before the journey taking place a fee equivalent to 50% of the booking cost will be due.

If a booking is cancelled between 48 hours and 7 days before the journey taking place a fee equivalent to 75% of the booking cost will be due.

If a booking is cancelled less than 48 hours before the journey taking place, the full cost of the booking will be due. Once our client sit on board any of the vehicles the drivers has our agreement to take you and bring you back to your destination, once you have boarded the vehicle we as BritonsRoute have fulfilled our contract with you and cannot issue refunds on these bookings.

Should the cancelled booking involve additional services, for example, meals, accommodation, ferry charges, etc., and the proprietors of these services make a charge of cancellation fees, these will be passed on to the hirer in addition to the cancellation fee already listed.

PLEASE NOTE: WE ARE UNABLE TO PROVIDE SPECIAL RATES OR CONCESSIONS FOR CANCELLATIONS DUE TO CORONAVIRUS, ILLNESS, OR ANY GLOBAL PANDEMIC. ONLY BOOK YOUR TRANSFERS IF YOU ARE CONFIDENT IN YOUR TRAVEL PLANS. WE WILL ONLY ACCEPT BOOKINGS THAT WE ARE ABLE TO FULFILL.

CHARGES WILL INCUR FOR ANY REARRANGEMENTS OF TRANSFERS IF INFORMED OVER 14 DAYS A 15% CHARGE WILL APPLY, BETWEEN 7-14 DAYS 30%, LESS THAN 7 DAYS AND 48 HOURS WILL BE 40% AND UNDER 48 HOURS WILL BE ZERO REFUND POLICY AND THE TRANSFER WILL NEED TO BE REBOOKED)

AS THE PANDEMIC HAS EASED WE STILL ADVISE ALL OUR CLIENTS TO OBTAIN ALL CURRENT LEGISLATIONS IN REGARDS TO KEEPING YOUR DISTANCE AND WEARING MASKS. WE WILL NOT BE HELD RESPONSIBLE IN ANY SITUATION SHOULD ANY FINES BE IMPOSED DURING YOUR TRAVEL.

VEHICLE REQUIREMENT:

Our vehicles do not have safety screens between the driver and passengers, as they are not required. We aim to provide a single vehicle for groups of up to 80 passengers. In the rare event that a single vehicle cannot be arranged due to unforeseen circumstances, we will ensure your journey is accommodated by providing two or more vehicles. Please be aware that while we strive to meet your needs, the company is not obligated to issue refunds in these situations.

PASSENGER ADVICE:

We advise all passengers to follow the precautions outlined below when traveling with us, in line with the latest UK Government COVID-19 guidance for the transport sector

If you are feeling unwell or showing symptoms of coronavirus (COVID-19), we strongly recommend that you do not travel with us. Although it is not a legal requirement, we suggest wearing a face covering for added protection. Our drivers are trained to sanitize all commonly touched surfaces in their vehicles between journeys. For extra peace of mind, you may use your own disinfectant wipes with the driver's consent.

Please use tissues to cover coughs and sneezes, and dispose of them safely after leaving the vehicle. Try to maintain social distancing as much as possible, avoiding handshakes with the driver and not sitting next to them. Use hand sanitizer when needed and avoid touching your face to help reduce the risk of spreading the virus.

DRIVER ADVICE:

We advise our drivers to follow these precautions when carrying out journeys in relation to COVID-19, in line with the latest UK Government guidance for the transport sector. Although it is not a legal requirement, it is recommended to wear an appropriate face mask or covering, provided it does not interfere with your ability to drive safely. Ensure good ventilation by keeping the car windows open when possible during trips.

Regularly clean your vehicle using gloves and standard cleaning products, paying special attention to door handles and other frequently touched areas. Before loading or unloading passenger luggage, ask for permission and clean your hands or use disposable gloves as needed.

Use tissues to cover coughs and sneezes, and dispose of them hygienically after exiting the vehicle. Maintain physical distance from passengers, avoid shaking hands, and wash your hands frequently with soap or hand sanitizer. Avoid touching your face to help prevent the spread of the virus.

12. As a broker or agent, we may subcontract and share journey details with other operators. BritonsRoute reserves the right to subcontract a vehicle from another operator when necessary. All drivers working under BritonsRoute instructions are fully insured, experienced, and hold valid Operator Licenses.

Our vehicles may not be sub-let, lent, or licensed by a hirer without our written consent. We also reserve the right to provide a larger or smaller vehicle than originally booked to accommodate the total number of passengers. In the event of a breakdown, we may use any other vehicle or vehicles, including taxis, to complete the journey. By placing a booking, you agree to these terms and acknowledge that we are not responsible for any claims related to this policy made by you against us or our suppliers.

13. A driver (contractor) is responsible for their vehicle for the duration of the hire, and their decisions are final. The driver has the authority to refuse entry to any person they consider a nuisance or unsuitable and may request such individuals to leave the vehicle before continuing the journey. Additionally, the driver reserves the right to halt the journey if they feel unsafe at any point. In such cases, no refunds will be issued to the client, and will not be held liable for any consequences.
14. If a flight is missed, it is the responsibility of the passenger or booker to notify Britonsroute immediately so that we can inform the driver not to proceed to the airport for pickup. If the journey was prepaid, the fare will be refunded after deducting administrative charges. If the passenger wishes to take a later flight, we can provide the service for an additional cost.
Failure to notify BritonsRoute of a missed flight will result in the passenger or booker being liable for the full fare. If the fare was prepaid, it will not be refunded in the event of a "No Show."

NO SHOW POLICY:

"No Show" Meaning: If a passenger reserves a private hire car with us failed to meet the driver at the agreed pickup time, whether at an airport, seaport, home, hotel, or other address, this will be considered a "No Show." This includes situations where the booking date or time is incorrect. For airport pickups, the driver will wait in the arrival hall for up to one hour from the flight landing time. If the passenger does not meet the driver within this period or fails to contact us by phone, email, or SMS, it will be regarded as a "No Show."

For bookings made online or by phone with cash payment, if secured with a valid credit or debit card, the full fare will be charged in the event of a "No Show." Prepaid bookings made with a credit or debit card will not be refunded if a "No Show" occurs.

If you need to alter the time of your transfer after making the reservation, an additional charge may apply. This is due to potential disruptions to our schedule and the need for emergency cover, which incurs extra costs. We will pass on a partial and fair cost for these changes to the client.

Please ensure you are ready for collection at the specified time, as any waiting time exceeding 15 minutes may incur an extra charge. Drivers follow strict hourly regulations; if you are late and we cannot adjust the driver's schedule, the driver may leave without providing a refund.

You are responsible for keeping the vehicle clean and ensuring that all passengers behave appropriately. You will be liable for any damage caused to the vehicle. If the driver feels unsafe at any time, they have the right to remove you from the vehicle, and you will need to make alternative arrangements without receiving a refund.

If the requested vehicle is unavailable for any reason, we reserve the right to provide a larger or smaller vehicle to accommodate the total number of passengers. Additionally, if we are unable to supply the specific vehicle agreed upon, we may provide a different branded vehicle instead. There will be no extra charge for these adjustments.

If a trailer is required, it must be booked and paid for separately at a cost of at least £40 each way. We may not provide a trailer on the transfer date if issues arise, but we will usually inform you in advance.

While we aim to provide the vehicle of your choice, unforeseen circumstances such as traffic delays or breakdowns may prevent us from doing so. We cannot guarantee a specific vehicle type but strive to deliver continuous service.

Driver details are typically provided 1-2 days before your journey. If you do not receive this information within that time frame, please contact us to request it.

1. Animals are not allowed on the company's vehicles, except for guide dogs.
2. Alcoholic beverages cannot be carried or consumed on the vehicles unless prior arrangements are made.
3. Smoking is prohibited on the vehicles.
4. Fast food items, such as chips, pizzas, and burgers, are not allowed on board.
5. Drivers have the right to refuse luggage or items they consider unsuitable. Heavy luggage, like suitcases, should be stored in the rear and side compartments, and no items should block the aisles or emergency exits.
6. If necessary, a different coach may be used for the return journey or for other tasks during waiting periods at a destination. If the hirer requests that the coach remains with their party, an additional charge may apply.

7. The hirer is responsible for covering costs related to road and bridge tolls, ferry fees, and parking charges.
8. Full payment is required before departure unless otherwise arranged.
9. A standard administrative fee of 22.5% of the total payment will be charged for refunds in the event of duplicate or erroneous payments.
10. No bills, posters, or notices may be displayed on the vehicles without prior approval from BritonsRoute.
11. All complaints should be sent via email to info@Britonsroute.co.uk.

PLEASE ENSURE YOU READ THE HIRE CONDITIONS CAREFULLY.

1. If child seats are provided by the company, their use is at the sole discretion of the adult passenger accompanying the child. The adult must ensure that the child seats are suitable and safe. The company accepts no responsibility for the use of these child seats.
2. Any changes made by the customer to the details provided may result in additional charges.
3. The company / nor the contractor can accept no responsibility for any unforeseeable occurrences resulting in late arrival in any circumstances including (vehicle breakdown, traffic delays, delay from previous job etc) Your Travel/Holiday insurance may be available to cover any such occurrences, see your Travel Agent.

We will not be liable for any damages or compensation related to late arrivals, alternative transport arrangements, or missed tours and events.

1. The company is not responsible for any loss, theft, or damage to goods or belongings while on the vehicle. Although the driver will assist with loading and unloading luggage if needed, it is your responsibility to ensure that your items are handled safely. We are not liable for the safety of your luggage or for items left behind.
2. While the driver will make every effort to pick up and drop off passengers at safe locations, we cannot accept responsibility for any injuries incurred while boarding or alighting from the vehicle. If seat belts are provided, please use them, as failure to do so may invalidate any injury claims resulting from a road traffic accident.
3. The driver has full authority over the vehicle and may take any necessary actions to ensure the safety of passengers and the vehicle.
4. If there are any inaccuracies in the details provided, you must inform us immediately. Failure to do so may result in delays or incorrect vehicle assignments, for which we will not be held responsible.

5. Requests for later pickup times, if accepted, are at your own risk, and we cannot be held liable for any late arrival at the airport.
6. We accept payment via credit/debit card, bank transfer, and Paypal. A deposit is required in advance to secure your booking and reserve your vehicle. You may choose to pay the full amount in advance or provide a deposit with the remaining balance payable in cash to the driver on the day.
7. By making a deposit or full payment, you agree to all of our terms and conditions.

We wish all our clients a great trip and a safe return.