

Conditions of Hire

Country Lion (Northampton) Limited

These Conditions of Hire form the basis of the contract between Country Lion (Northampton) Limited (the "Company") and the Customer (the "Hirer"). Acceptance of a quotation implies full acceptance of these terms.

1. Bookings and Payments

- **Deposits:** A non-refundable deposit of £50 per vehicle is required at the time of booking.
- **Balance Payments:** The remaining balance must be settled at least seven days prior to the hire date.
- **Non-Payment:** The Company reserves the right to decline services if the balance is not paid on time, in which case the deposit will be forfeited.
- **Additional Charges:** We reserve the right to apply additional charges after the hire if the vehicle requires exceptional cleaning or if the journey exceeded the pre-booked time or mileage.

2. Cancellations by the Hirer

If you need to cancel your booking, the following charges apply:

- **More than 5 working days' notice:** £50 per vehicle.
- **Less than 5 working days' notice:** 50% of the total hire charge.
- **Day before or day of hire (before departure):** 75% of the total hire charge.
- **Day of hire (after departure):** 100% of the total hire charge.
- **Pre-paid Services:** The Hirer is responsible for any non-retrievable costs paid by the Company on their behalf, such as ferry crossings, tickets, or accommodation.

3. Fuel Surcharge

- **Baseline:** Quotations are provided based on the cost of fuel at the time of booking.
- **Application:** The Company reserves the right to apply a fuel surcharge if the cost of diesel increases by more than 5% between the booking and travel dates.
- **Calculation:** This surcharge reflects the actual additional cost for the mileage of the specific journey. A written explanation of the calculation is available upon request.
- **Notification:** We will notify you of any surcharge no later than 14 days before travel.
- **Right to Cancel:** If the surcharge exceeds 10% of the original hire charge, you may cancel for a full refund, provided we are notified within 48 hours of the surcharge notice.

4. Operational Terms

- **Delays:** While we provide journey times in good faith, the Company is not liable for loss or inconvenience caused by traffic, breakdowns, or circumstances beyond our control.
- **Vehicle Substitution:** We reserve the right to provide a larger vehicle than ordered (at no extra cost unless the extra seats are used) or to substitute another operator's vehicle when necessary.
- **Vehicle Use:** The vehicle is only available for the Hirer's use for the specific journey booked and will not necessarily remain at the destination unless pre-arranged.
- **Driver Regulations:** Hirers must adhere to the agreed schedule to ensure drivers remain within legal driving and duty time limits. Any costs arising from delays caused by the Hirer that risk a breach of these regulations will be the Hirer's responsibility.

5. Passenger Safety and Conduct

- **Seat Belts & Capacity:** Passengers must wear seat belts at all times. The number of passengers must not exceed the vehicle's seating capacity.
- **Safety Liability:** The Company accepts no liability for injury or loss sustained by passengers who stand or walk around the vehicle while it is in motion.
- **Conduct:** The driver may remove any passenger whose behavior is dangerous or disruptive.
- **Damage:** The Hirer is responsible for any damage caused to the vehicle by passengers.
- **Alcohol & Smoking:** Smoking is strictly prohibited on all vehicles. Alcohol may only be consumed or carried with express prior permission. For sporting events, strict legal restrictions regarding alcohol apply under the Sporting Events (Control of Alcohol) Act 1985.

6. Luggage and Property

- **Restrictions:** Due to safety regulations, we may be unable to carry large or bulky items; please notify us in advance of any such requirements.
- **Valuables:** While we take reasonable care, the Company is not responsible for any damage to or loss of personal property left on the vehicle.
- **Lost Property:** Recovered items are held at our premises in accordance with Public Service Vehicle Regulations.

7. Airport and Ferry Transfers

- We provide one hour of free waiting time from the pre-arranged collection time. Additional waiting time will be charged at the Company's discretion.

8. Feedback and Complaints

We strive for excellence. If you have a concern during your journey, please contact the driver or our support staff immediately. If the issue remains unresolved, please submit

your complaint in writing within 14 days of the hire. We aim to respond to all written complaints within 48 hours.

Contact Information:

**Country Lion (Northampton) Limited, John Bull House, Oxwich Close, Brackmills,
Northampton NN4 7BH.**

Phone: 01604 754566

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