

Go-Ahead London are taking bookings for private hires from 7<sup>th</sup> September 2020.

Any bookings taken from this date will include the following conditions which are in addition to the normal Go-Ahead London Private Hire terms and conditions.

1. All bookings taken from 7<sup>th</sup> September 2020 will be in accordance with the Government guidelines on travel and social distancing in force at the time.

2. At the time of writing these conditions are:

- Social distancing must be maintained whilst travelling on the vehicle
- The wearing of face masks whilst on board the vehicle is recommended but not mandatory.

3. Social distancing means that bookings will only be accepted after taking into account the expected passenger numbers on the vehicle(s). As a guide, a standard double deck bus will be able to carry a maximum of 30 passengers. This will vary dependant on the type of vehicle and our booking team will advise accordingly.

4. The wearing of face coverings is mandatory, and it will be for the hirer to provide these to their guests.

5. Before a booking is made, it is advisable that the hirer contacts our booking team to discuss requirements and social distancing procedures while the hire is in operation. The client must provide, in writing, how they and their guests will socially distance and how this will be managed on the day.

6. The normal booking procedure will apply with the standard deposit and final payment requirements.

7. Go-Ahead London will take the booking in good faith under the Government travel advice published at the time the booking is made. If this advice changes before the operational date of the hire, we will:

- Inform the hirer as soon as practically possible of the changes. The hirer should also refer to our website where the guidance is updated regularly.
- Go-Ahead London reserve the right to cancel the hire at short notice (24 hours) if guidance is published which renders us unable to operate the hire.
- In this case a full refund, including the deposit, will be returned to the hirer.

8. Social distancing: Go-Ahead will accept the booking based on the capacity dictated under the social distancing guidelines at the time the booking is made. Any changes either to the benefit or detriment of the hirer will be advised as this guidance is published.

This means if social distancing is eased between the date of the initial booking and the date of the actual hire then more passengers will be allowed to travel up to the permitted percentage capacity number.

If social distancing is increased, then the reverse applies. In this case the hirer has the right to cancel the booking under the conditions outlined in paragraph 7 with a full refund being given.

On the day of the hire, should the number of people to be carried exceed the agreed number or the social distancing measures be ignored, Go-Ahead reserves the right to terminate the hire immediately with no refund to the client.