

Coach Cleaning & Damage Policy – Tigers Transport

As part of our commitment to providing clean, safe, and high-quality transport services, all passengers and hirers are required to adhere to the following policy regarding coach cleanliness and damage:

1. Passenger Conduct & Responsibility

Passengers are expected to treat the vehicle, its fixtures, and fittings with respect throughout the duration of the hire. The hirer assumes full responsibility for the conduct of all passengers on board and any damage or excessive soiling caused during the hire period.

2. Cleaning Charges

- In the event of spillages, excessive dirt, vomiting, or any other condition requiring professional cleaning, a full valet charge of £450.00 + VAT will be applied.
- This fee covers the cost of deep cleaning upholstery, carpets, windows, and other affected areas to restore the vehicle to its original condition.

3. Damage Charges

- Any damage caused to the coach interior or exterior, including but not limited to broken seats, window blinds, fittings, or fixtures, will be chargeable.
- The customer/hirer will be liable for the full cost of repairs, including parts, labour, and any necessary replacement costs.
- An invoice detailing the damage and associated costs will be issued. Payment is expected within 7 days of receipt.

4. Inspection & Reporting

- Vehicles are inspected before and after each hire.
- Any damage or soiling identified after a hire will be reported to the hirer along with photographic evidence where possible.

5. Refusal of Future Hire

Persistent or serious breaches of this policy may result in refusal of future bookings or additional security deposits being required.