



COACH BREAKDOWN PROCEDURE

1. PROCEDURE FOR COACH BREAKDOWN

As with all mechanical machines from time to time breakdowns can occur. If this happens on your tour we can only make our apologies in advance. However, please understand that the coach firm would not have sent a vehicle if they thought that there was going to be a problem. All the coach operators we work with are reputable firms with experienced drivers.

Our coaching partners all hold UK & continental assistance insurance. This means that if you are unfortunate enough to encounter a breakdown there is a set procedure. In general this procedure will be as follows:

1. The driver will contact his depot on the 24-hour emergency number for assistance.
2. The coach operator's depot will contact the nearest service centre in Britain or Europe and have the rescue service despatched (this is something similar to the RAC or AA).
3. The rescue service will attempt to repair the vehicle.
4. If they can, you will restart your journey as soon as possible.
5. If they are unable to repair the vehicle, another vehicle will be sourced from a local operator in order that you can continue your journey. Your coach will then be repaired and meet up with you at a later stage in the tour.
6. At all times the driver should keep you informed of the progress.

May we request that all passengers remain calm, and in particular, patient with the situation, since we assure you that everything possible is being undertaken to restart your journey. The time taken to affect a repair or source another coach will be dependent on the location and time of your breakdown. For example, it is easier to find a solution if you breakdown at 1000hrs in major City Centre, than it would be if you breakdown at 0200hrs on a motorway in the middle of Europe.

We would also request that you make contact with IBT Travel so that we are aware of the situation and can offer assistance where possible.

2. WHEN A BREAKDOWN LASTS MORE THAN 5 HOURS

As part of our duty of care IBT will do what we can to assist but the coach operator is responsible for looking after your group. It is also the coach operator's responsibility to ensure passenger safety at all times.

Understanding that time, location and availability are all relevant, the coach operator must nonetheless offer the participants food.

If the repair is not effected, or a replacement vehicle in place enabling the group to carry on with their journey after a period of 5 hours a meal must be provided. The value of this meal should be up to £6.00 for breakfast and £10.00 for lunch or dinner.

3. WHEN A BREAKDOWN LASTS MORE THAN 8 HOURS

Should the vehicle still not be repaired or a replacement vehicle sourced and in place, enabling the group to proceed with their journey after 8 hours, the coach operator must make every effort to arrange hotel accommodation and provide appropriate meals.

The above criteria will continue to apply up to and including the time the group are able to continue with their journey and the coach operator will accept responsibility for all of the additional costs incurred.

In a situation such as this, the coach operator will not cover what you might consider to be additional costs when in transit. They would argue that they have provided for meals and drinks during your delay and that you would ordinarily be providing for food and drinks if travelling on the original schedule.

Please note that the coach operator will not cover costs for the purchase of alcohol.

4. SUMMARY

IBT will provide remote assistance to help find a solution to the problem and will remain in contact for the duration of the delay.

Where possible the coach operator has a duty to provide food and soft drinks in proportion to the time of your delay. If you are delayed overnight then they will make every effort to provide reasonable costs for hotel accommodation plus food in proportion to your delay.

If the coach operator cannot do this and IBT are able to find an alternative solution, you may need to cover the costs and claim it back once you return.

If you do not have the means to do this then IBT will offer assistance where possible and recover the cost from the coach operator.