

PAUL S. WINSON COACHES

Process and Policy Checklist

<u>Policy Name</u>	Guild of British Coach Operators
<u>Policy Number</u>	0141
<u>Creation Date</u>	Dec 2022
<u>Date Reviewed</u>	Dec 2024
<u>Next Review Due</u>	Dec 2025
<u>Owner Name</u>	Matthew Winson

±	<p>Punctual pick up</p> <p>A fully functional coach</p> <p>24-hour emergency back-up</p> <p>Courtesy and a prompt reply to enquiries</p> <p>Concise terms of hiring in writing</p> <p>Written or e-mailed confirmation of bookings</p> <p>Once accepted, bookings will not be cancelled (except in case of non-payment or other breach)</p> <p>Uniformed drivers</p> <p>Waiver/refund of one day's hire charge for any coach delayed for more than one hour by mechanical defect</p>	<u>Completed</u>

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[illegible]