

TOUR PROJECT LTD « LE GRAND » - PRIVATE HIRE - TERMS AND CONDITIONS - 2025

These Terms and Conditions ("TC") govern the contractual relationship between Tour Project Limited, trading as LE GRAND ("LG"), company number 12098651, with its registered office at Windsor House, 40/41 Great Castle Street, London, England, W1W 8LU, and any individual or entity ("Client") booking a Private Hire service.

1. TC Acceptance and Enforceability

By accessing the LG website, submitting a booking request, or making a purchase online, by phone, email, or offline, the Client agrees to be bound by these TC. These TC apply to all Private Hire bookings made through www.legrandbus.com, by phone, email, directly through LG, or through authorized agents.

The person or company making the booking represents that they accept these conditions on their own behalf and on behalf of all other persons/passengers present on board during the Private Hire.

LG maintains valid motor fleet, commercial, management, and business assistance insurance. LG holds a Class 2 bus homologation, a transportation license, and an alcohol license valid in the U.K. Insurance certificates and licenses can be provided upon request. Clients are advised to carry their own insurance related to the Private Hire.

These TC constitute legal obligations. Clients are advised to review them carefully.

2. Purpose

These TC apply exclusively to Bus Private Hire transportation services involving the temporary exclusive use of an LG vehicle, including driver and crew, for an agreed period, itinerary, amenities, and purpose as agreed between LG and the Client.

3. Definitions

"Private Hire": Exclusive use of an LG vehicle for a specific bus transportation event or journey within the United Kingdom.

"Client": The individual or entity who books and pays for the Private Hire and is responsible for ensuring that all passengers or group members comply with these TC.

"Booking Price": The total agreed cost, including services, amenities, charges, and taxes.

"Additional Orders": Items requested during the Private Hire, payable before disembarkation.

"Amenities": Food, beverages, or services provided onboard.

4. Capacity

The maximum permitted capacity is 32 passengers, in compliance with safety and load regulations. LG staff will strictly enforce this limit. The Client must ensure compliance.

5. Itinerary and Client Information

The Client must provide full itinerary details, timings, and special requests, all of which must be validated and confirmed by LG. These agreed details will be stated on the invoice. Any changes or amendments may be subject to LG's review, validation, and additional cost.

6. Booking Process and Payments

Bookings must be made via email (contact@legrandbus.com) or by phone.

-A deposit (non-refundable unless otherwise stated) is required to secure the reservation.

-Final payment is due by the date specified on the invoice.

-LG reserves the right to cancel the booking in the event of partial or non-payment by the due date.

7. Cancellations and Refunds

-30+ days before Private Hire: 80% refund

-14–29 days: 40% refund

-Less than 14 days: No refund

-A reduction of the Booking Price by more than 20% is considered a cancellation.

-LG reserves the right to cancel the Private Hire at its discretion, in which case the Booking Price will be fully refunded.

8. Special Terms

8.1 Traffic & Operational Delays

LG is not liable for delays due to external factors (e.g., traffic, road closures, weather, accidents, mechanical failure). LG may adjust itineraries during the Private Hire in response to such delays.

8.2 Client Delays

Client delays incur a fee of £1,200 per hour, pro-rated by the minute. LG may shorten or cancel the Private Hire without refund if delays interfere with other business commitments.

8.3 Conduct & Safety

Passengers must remain seated unless instructed otherwise by LG staff. The Client assumes full responsibility for the conduct and safety of all passengers. Misconduct may result in disembarkation without refund.

9. Damage and Liability

9.1 Scope

The Client is financially and legally responsible for any damage, soiling, contamination, or accidents caused during the Private Hire, whether deliberate, accidental, or due to negligence. This includes:

-Spills, burns, or stains on upholstery, carpets, or finishes

-Breakage or destruction of fixtures, equipment, or windows

-Bodily fluid contamination (e.g., vomit, urine, blood)

-Theft, misuse, or vandalism

-Traffic accidents caused by Client or passengers' negligent behavior

9.2 Financial Consequences

Upon identification of any damage or incident, LG will issue a detailed invoice covering:

-Professional cleaning and sanitization

-Repair or replacement costs

-Labour, materials, contractor expenses

-Legal fees and third-party claims

This invoice must be paid within 7 calendar days. Failure to do so may result in legal action and debt recovery measures.

9.3 Consequential Financial Losses

The Client is also liable for:

-Lost revenue and disruption-related losses

-Customer cancellations and reputational harm

-Emergency vehicle replacements and rescheduling

-Staff overtime and penalties

-Legal proceedings and claims

Losses will be calculated using historical and projected metrics. In disputes, an independent third-party assessor may be appointed; their valuation shall be final and binding.

9.4 Indemnity

The Client agrees to indemnify LG and its personnel against any losses, damages, or legal actions arising from their or their passengers' actions or omissions.

9.5 Enforcement

LG may use evidence (e.g., photos, videos, staff reports) to support claims. Unpaid charges may result in:

-Legal proceedings

-Debt recovery action (with costs transferred to the Client)

By accepting these TC, the Client accepts full financial and legal responsibility.

10. Accessibility

One wheelchair space is available and must be pre-booked. Upper deck access is not available. Accessibility requirements must be communicated during booking.

11. Food, Drink, and Allergies

Only LG-provided items may be consumed onboard. LG is not responsible for allergic reactions. Alcohol will not be served to anyone under 18; valid ID is required.

-Passengers are responsible for safe consumption.

-Allergen information is available onboard upon request.

-The Client must collect allergy details from passengers and submit them to LG by email prior to the Private Hire.

-Additional amenities ordered during the journey must be paid for before arrival.

-Due to storage limits, quantities are restricted.

-Substitutions of similar products may occur due to supply issues.

-If items are unavailable, only the value of missing items will be refunded.

12. Personal Belongings

Only small handbags are permitted. LG is not responsible for lost or damaged personal items.

13. Operational Rights and General Conditions

13.1 Safety and Operational Authority

LG reserves the right to alter or cancel any part of the Private Hire at any time if, in its sole discretion, such action is necessary for safety, legal compliance, or operational reasons. This includes, but is not limited to, rerouting, early termination, or denying access to the vehicle.

13.2 Right to Refuse Service

LG may refuse service or disembark any passenger at any time if their conduct is deemed unsafe, disruptive, unlawful, or in breach of these Terms and Conditions. No refund will be issued in such cases.

13.3 Monitoring and Security Measures

LG may use video, audio, or photographic recording devices onboard for safety, security, and evidentiary purposes. By entering the vehicle, passengers consent to such recordings. Recordings may also be used for promotional purposes, subject to LG's privacy policy.

13.4 Amendments to Terms

LG reserves the right to amend these Terms and Conditions at any time. Any modifications will be published on www.legrandbus.com or communicated directly in writing. Continued use of LG's services after such amendments constitutes acceptance of the revised terms.

13.5 Governing Law and Jurisdiction

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts located in London, England.

14. Force Majeure

Neither party shall be liable for delays or non-performance due to events beyond their control, including natural disasters, strikes, road closures, accidents, pandemics, government restrictions, or mechanical failures.

15. Customer Service

For feedback or issues:

-Email: contact@legrandbus.com

-Post: Tour Project Limited, Windsor House, 40/41 Great Castle Street, London, W1W 8

By confirming a Private Hire booking or making any payment toward the invoice, the Client acknowledges that they have read, understood, and agreed to be bound by these Terms and Conditions in full.