**Our buses and configurations can be viewed at** [**https://mmbandservices.co.uk**](https://mmbandservices.co.uk)

**Terms & Conditions:** Henceforth, The Company means ‘MM Band Services Ltd ’ .

1. **Drivers’ hours and rest periods:** The current regulations governing drivers’ hours and rest periods must be complied with. A copy of the regulations that came into effect as of April 11th, 2007 have been sent to you with your quote along with the suggested dates and/or places that the drivers need to take their weekly rest periods. Should the driving regulations not be complied with on request or by coercion of the hirer or his/her agent, the Company accepts no responsibility for any loss incurred in the event of enforced roadside breaks and the hirer will be held liable for any penalties incurred at that point or in the event of future prosecution.
2. **Property, effects and equipment:** The Company accepts no responsibility or liability for loss or damage to any property, equipment or personal effects carried or left on the vehicle, except as caused specifically by the Company, driver or mechanical/electrical defect. Door entry fobs will be distributed to clients with a £10 deposit per fob, failure to return these fobs at the end of the tour will result in a non-refund of this deposit.
3. **Payment:** All bus hires will be paid for in full before the end of the tour, no credit terms are offered. For tours with a value of £5000 or less, these will need to be paid in full before the commencement of the tour. A non-refundable deposit of at least £1000 will be required to confirm any booking and buses will not be deemed to be booked until the deposit is received. Specific terms will be arranged on tours with a value over £5000 and confirmed in writing at time of booking. Failure to adhere to the payment schedule may lead to withdrawal of services.
4. **Cancellation charges:** A cancellation charge is applicable if the tour is cancelled;
	* Within four weeks of commencement of tour - 50% of total charge
	* After commencement of tour - 100% of total charge or at the discretion of The Company .
	* The Company reserves the right to withdraw its services at any time without notice.
5. **Breakdown and delay:** The Company will not guarantee the completion of any journey within any specific time period and will not be responsible for any revenue loss, consequential loss or inconvenience caused by unplanned delays or accidents affecting the actual journey time. The Company will endeavour to provide suitable comparable alternative travel and/or accommodation arrangements in the event of breakdown whereby the Company cannot replace the vehicle is a reasonable timeframe. Should the hirer decide to make any other arrangements regarding alternative transport or accommodation in the event of a breakdown, they may be liable for the full costs of said arrangement unless specifically agreed with the Company beforehand. Please see the section regarding driver’s hours and rest periods above in respect of any loss incurred if the driving regulations are not complied with.
6. **Parking & parking tickets:** When parking at venues if no power is available for the bus, the driver/s will require accommodation borne by the hirer.
7. The hirer shall be responsible for any parking costs or fines incurred when picking up, dropping off or parking at hotels or venues if no adequate arrangements have been made beforehand. The cost of city permits is also to be borne by the hirer. In the event of parking tickets being issued remotely by camera with the inevitable delay this entails, we reserve the right to pass these costs onto the hirer at a later date, during or after the hire period.
8. **Smoking:** As of July 1st, 2007 it will be against the law to smoke on our vehicles, as passenger carrying vehicles are classified as a work-place.
9. **Fuel costs:** Should the price of fuel increase by more than 5% in the period between a quote being given by MM Band Services Ltd and the commencement of the hire period, the Company reserves the right to levy a fuel surcharge to cover such an increase.
10. **Conduct of Passengers:** The driver is responsible for the safety of the vehicle at all times, and as such may remove passengers from the vehicle whose behaviour prejudices safety or the integrity of the vehicle through malicious damage. The hirer is responsible for any damage caused to the vehicle by any passenger for the duration of the hire.
11. **Laundry:** All bus laundry costs to be borne by the hirer on production of receipt by drivers or as part of on tour laundry arrangements.
12. **Driver Buy-Outs:** Should the hirer not supply catering whilst the vehicle is on hire, it is the hirers responsibility to subsidize the driver’s food costs for everyday catering is not made available in the form of a £30 Stirling / €35 Euro by-out. This is to be paid directly to the driver in cash during the hire period.
13. **Bus wraps:** Should the hirer require vehicles to be branded or wrapped, the Company accepts no responsibility for a vehicle change in the event of accident, damage to the vehicle or mechanical breakdown and the hirer would be responsible for the cost of any repairs to the vehicle during the application or removal of the branding or wrap.
14. **Damage to Vehicles:** The Hirer is responsible for any damage caused to the vehicle by any passenger or agent for the duration of the hire, this includes damage to the trailers when taken away from the bus at festivals. Any damage caused will be billed accordingly to the Hirer.
15. **Carnet:** The responsibility for the handling, inspection and signing of any ATA carnet lies solely with the tour manager. The company nor its representatives accept no liability for any losses or fees incurred as a result of the failure to correctly process a carnet. A trailer will not be carried with equipment unless the signatory is travelling on board.
16. **WiFi:** Unlimited WiFi data is included whilst in the UK. 12Gb fair usage data limit in the EU (subject to availability).

Trailer Terms & Conditions:

1. The hirer is responsible for any loss or damage to any personal property, goods, equipment or instruments carried within the hired trailer. The hirer is also responsible for arranging their own insurance to cover such loss or damage that may occur or be caused during the period of hire.
2. The trailer itself is only covered at such times as it is coupled to a MM Band Services vehicle, or any other vehicle expressly hired by MM Band Services on behalf of the client. Under no circumstances is the trailer to be moved by any other vehicle without the express permission and supervision of an MM Band Services driver. If there is any damage caused whilst this occurs, it will be charged to the hirer.

**Reviewed: 11th June 2025 by Nick Hudson, Operations Manager, MM Band Services.**

This contract is governed by English Law. A division of MM Band Services Ltd registered in England No 4754528. Registered Office : 18 George Street Drifffield