



**POLICY DOCUMENT**

# Luggage Policy

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## **1. Introduction**

Albatross Bus & Coaches Ltd (“the Company”) adopts a risk based approach to the management and transportation of luggage to ensure the safety of passengers, employees and the public.

All luggage must be stored and handled in a manner that prevents injury from falling objects, avoids obstruction of gangways and emergency exits and minimises manual handling risks.

This policy is implemented in accordance with the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and other applicable UK transport and safety legislation.

## **2. Purpose**

The purpose of this policy is to ensure that all luggage is managed in a safe and controlled manner, reducing risks associated with falling objects, obstruction and manual handling, while maintaining compliance with applicable health and safety legislation.

## **3. Scope**

This policy applies to all passengers, hirers, drivers, and employees involved in any journey operated by the Company, including private hire, group travel, school transport and contracted services.

## **4. General Safety Requirements**

All luggage must be secured appropriately to prevent movement, displacement or risk of injury during transit.

Luggage must not obstruct aisles, gangways, access routes or emergency exits at any time and must be stored only in designated areas provided within the vehicle.

Passengers and hirers are responsible for ensuring that all items brought onto the vehicle are safe, lawful and suitable for carriage.

## **5. Statutory Restrictions on Luggage**

For statutory safety reasons, all vehicles are subject to restrictions on the type, size and quantity of luggage that may be carried. Large, bulky or unsuitable items may not be accepted for carriage.

The hirer must inform the Company at the time of booking of any such items so that appropriate guidance and risk assessment can be undertaken prior to travel.

## **6. Storage and Safe Stowage**

Luggage must be stored in designated compartments or storage areas. Heavy or unstable items must not be placed in overhead storage.

All items must be positioned securely to prevent falling objects or movement during transit, in line with risk assessment control measures.

## **7. Driver Authority and Discretion**

The driver has full discretion over the acceptance, placement and safe storage of all luggage and property.

In the interest of safety and legal compliance, the driver may refuse to carry any item deemed unsafe, unsuitable, or non-compliant with this policy.

## **8. Manual Handling Requirements**

All luggage handling must comply with the Manual Handling Operations Regulations 1992. Passengers are expected to handle their own luggage where possible. Drivers may assist at their discretion where it is safe and reasonable to do so.

The Company shall not be required to lift or carry items that present a risk of injury.

## **9. Loss or Damage to Luggage**

The Company will take all reasonable steps to avoid loss or damage to personal property. However, passengers and hirers remain responsible for their belongings at all times.

Hirers must notify the Company in advance if high value items are to be carried and should ensure appropriate insurance cover is in place.

The Company:

- Accepts no liability for items left unattended on the vehicle
- Shall not be liable for loss, theft or damage unless caused by proven negligence
- Shall not repair or replace items left on a vehicle and subsequently lost or stolen
- Shall not be liable for items intentionally left on the vehicle for later collection

## 10. Lost Property

All lost property found on Company vehicles will be handled in accordance with the Public Service Vehicle (Lost Property) Regulations 1995.

Where necessary, the Company may open and examine containers to identify the rightful owner. Due to health and safety considerations:

- Food items and contaminated materials will be disposed of after 24 hours
- Items presenting a health risk may be disposed of immediately

Retention periods:

- Low-value items: retained for 1 month
- High-value items: retained for 3 months

Items must be claimed with sufficient proof of ownership and collected within 7 calendar days once identified.

The Company reserves the right to charge an administration fee for handling, storage or packaging of lost property and may require collection in person or via courier arranged at the claimant's expense.

## 11. Prohibited and Unsafe Items

The Company reserves the right to refuse carriage of any item that:

- Presents a risk to health and safety
- Is hazardous, flammable or illegal
- May cause damage to the vehicle or inconvenience to passengers

## 12. Alignment with Risk Assessment

This policy directly reflects and implements the control measures identified within the Company's Risk Assessment, including:

- Preventing injury from falling objects
- Ensuring safe stowage of luggage
- Maintaining clear gangways and emergency exits
- Minimising manual handling risks

## 13. Policy Review and Approval

This policy will be reviewed annually or in response to significant changes in legal, regulatory, or operational requirements. The Operation Manager is responsible for maintaining and updating the document.

**Approved by**

Managing Director: \_\_\_\_\_

Signature: \_\_\_\_\_

Approval Date: 15 April 2026

