



POLICY DOCUMENT

Passenger Conduct Policy

1. Introduction

This Passenger Conduct Policy sets out the standards of behaviour required from all passengers travelling on vehicles operated by Albatross Bus & Coaches Ltd (“the Company”).

The purpose of this policy is to ensure the safety, comfort and wellbeing of passengers, drivers and the general public, and to ensure compliance with applicable UK laws and regulations governing the operation of public service vehicles.

The hirer (Customer) shall be responsible for ensuring that all passengers are aware of and comply with this policy at all times during the hire.

2. Passenger Capacity and Legal Compliance

The seating capacity of the vehicle will be confirmed at the time of booking and must not be exceeded under any circumstances.

It is a legal requirement under the Public Passenger Vehicles Act 1981 and associated regulations that no vehicle shall carry more passengers than its licensed capacity.

Key requirements:

- The hirer must ensure the number of passengers does not exceed the permitted capacity
- Standing passengers are not permitted unless vehicle is specifically licensed for such use
- The Company reserves the right to refuse travel if capacity is exceeded

3. Seatbelts and Passenger Safety

Passengers are required to remain seated with seatbelts securely fastened at all times while the vehicle is in motion, in accordance with the Public Service Vehicles (Wearing of Seat Belts) Regulations 1993.

Movement within the vehicle (including use of onboard facilities where available) should be kept to a minimum and undertaken with caution. The Company shall not accept liability for any injury, loss or damage resulting from failure to follow safety instructions or misuse of onboard facilities.

4. Responsibility of the Hirer

The hirer is responsible for the conduct, supervision and safety of all passengers throughout the duration of the hire. This includes ensuring appropriate supervision ratios where children or vulnerable persons are travelling, in line with applicable safeguarding guidance and legislation.

Important responsibilities include:

- Maintaining appropriate adult-to-child supervision ratios
- Ensuring passengers remain seated and behave responsibly
- Preventing congregation in aisles or near exits
- Ensuring emergency exits are not tampered with

5. Behaviour and Conduct Standards

Passengers must behave in a respectful and responsible manner at all times. Conduct that is disruptive, unsafe or unlawful will not be tolerated. The driver has the authority to take appropriate action where passenger behaviour presents a risk to safety or comfort.

Prohibited behaviour includes:

- Abusive, threatening or aggressive conduct
- Interfering with the driver or distracting them while driving
- Excessive noise or disturbance to others
- Damage to the vehicle or its contents

6. Alcohol, Drugs and Smoking

The possession or use of illegal drugs is strictly prohibited on all Company vehicles. Smoking is not permitted at any time, including the use of electronic cigarettes or vaping devices, in accordance with the Health Act 2006.

Passengers must comply with all applicable laws relating to alcohol consumption, including those set out in the Sporting Events (Control of Alcohol) Act 1985 where relevant.

7. Driver Authority and Removal of Passengers

The driver is responsible for the safe operation of the vehicle and has full authority to enforce this policy. In accordance with the Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990, the driver may:

- Refuse boarding to any passenger
- Require a passenger to leave the vehicle
- Terminate the journey where necessary for safety reasons

Where such action is taken due to passenger misconduct:

- No refund shall be payable
- The Company shall not be liable for any resulting loss or inconvenience

8. Damage to Vehicle and Liability

The hirer shall be responsible for any loss or damage caused to the vehicle by passengers during

the hire period. The Company reserves the right to recover the full cost of repair, cleaning or replacement resulting from such damage.

9. Sporting Events and Special Conditions

Where transport is provided to sporting events, additional legal restrictions may apply, particularly in relation to alcohol and vehicle stopping locations.

Passengers and hirers must comply with all applicable legal requirements and any instructions provided by the Company or relevant authorities. Failure to comply may result in journey restrictions or termination.

10. Communication with Driver

Where a contact number is provided for the driver, it shall only be used by the hirer and strictly for operational or emergency purposes during the hire period.

The hirer must not share the driver's contact details with passengers or third parties and must ensure such details are handled in accordance with data protection requirements.

11. Non-Compliance

Failure to comply with this Passenger Conduct Policy may result in:

- Refusal of travel
- Removal of passengers
- Termination of the hire
- Additional charges for damages or disruption

No refund shall be provided where services are withdrawn due to passenger misconduct.

12. Policy Review

This policy will be reviewed periodically to ensure continued compliance with

UK legislation and operational best practice.

Approved by

Managing Director: _____

Signature: _____

Approval Date: 15 April 2026

