

## Guild Charter Template

- Punctual pick up
- A fully functional coach
- 24-hour emergency back-up
- Courtesy and a prompt reply to enquiries
- Concise terms of hiring in writing
- Written or e-mailed confirmation of bookings
  - Once accepted, bookings will not be cancelled  
(except in case of non-payment or other breach)
- Uniformed drivers



*Link to website and or booking confirmation*