

All CoachMarque members are independently audited to prove they comply with the following quality standards:

- ✓ The Company will have an appointed person within the organisation to be responsible for all the health and safety issues.
- ✓ Each Company will have a comprehensive health and safety policy available for inspection.
- ✓ Where appropriate, the Company will comply fully with current legislation concerning package travel, including safeguarding clients money paid in advance.
- ✓ Driver's licences are checked on a regular basis to ensure that drivers have a current valid licence for the type of vehicle they are likely to drive.
- ✓ An approved and documented training policy is in place within the Company.
- ✓ All drivers will have a copy of a drivers handbook containing relevant information required to carry out their duties professionally and in line with Company policy.
- ✓ In the unlikely event of a complaint, the Company operates a formal complaints procedure to deal effectively and quickly with any client dissatisfaction.
- ✓ The driver will be in full Company uniform.
- ✓ The Company will have a policy of informing customers of the on-board safety procedures before departure.
- ✓ The Company will provide a 24 hour helpline to be used in cases of emergency.
- ✓ All CoachMarque accredited vehicles will be under 10 years old and comply with the latest European safety standards.
- ✓ All company vehicles will be subject to a rigorous preventative maintenance programme to maximise reliability and safety.
- ✓ The Company will operate from an identifiable operating base.
- ✓ The Company fully complies with all the public liability, group vehicle cover, employer's insurance and where appropriate, tour operator liability.
- ✓ The coach will be presented in a clean and safe condition and be fitted with seat belts.
- ✓ Company Vehicles will be equipped with mobile communications.

An initiative of Confederation of Passenger Transport UK Ltd.

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First Class Service. First Class Quality.



www.coachmarque.co.uk

CoachMarque is the only universally recognised kite mark of quality in the UK Coach industry. It is concerned with all aspects of the business and not just the the coach itself.

All CoachMarque companies operate to a strict set of criteria and are regularly assessed by an independent third party to ensure compliance with the highest standards of operation. Our members are all operators in their own right, so by using us you will deal direct with the supplier and not with a broker or other "middleman". National coverage ensures there is a CoachMarque operator near you. Contact them... you won't be disappointed.

Corporate Buyers

As the person responsible at your company for booking your transport needs, you will know how important it is to ensure the safety and well being of staff both in the workplace and when outside on company business.

By contracting a CoachMarque coach company, you can rest assured that your colleagues will be transported on a vehicle maintained to the very highest of standards. Throughout the booking process a level of professionalism will be shown by the operating company to ensure that your requirements are met satisfactorily. In the unlikely event of a breakdown, a 24 hour, seven days a week, backup system is in place to ensure the minimum of delay.

Leisure Hire

Whether you require a coach for a single transfer, a half or full day or for a complete tour a CoachMarque operator will be willing to help.

As the person responsible for making the required reservation for your group you will have peace of mind that your party will be transported by the best that the British coach industry has to offer. During a seamless process from enquiry through making a booking to the resulting confirmation received from the operator, you will have peace of mind that your request is being dealt with in a professional manner. Our uniformed and courteous driver and coach will arrive at the selected pick up point in good time for your groups' chosen departure.

Tour Operators

As fellow travel professionals you will know what a competitive and tough industry we are involved in. CoachMarque operators may not be the cheapest you will be able to find, but they will be the best in terms of quality of service and value for money.

With our national coverage and audited criteria for membership, you can be sure that your valuable customer will be in safe and reliable hands. Therefore repeat business, which is so vital to success, is more likely. Simply visit our website and deal directly with the CoachMarque member in the area where your group is generated from.

Schools

Coach Marque members fully understand the strains and pressures placed upon teachers and members of educational establishments to ensure the safety of their children.

By meticulously auditing our members and demanding they adhere to strict criteria, you will know that your children are in good hands - and are always a priority. In effect, all members of CoachMarque are guaranteed to promote best practice in educational school travel as standard.



Quality Assured

- ✓ CoachMarque formal commitment to training and procedures.
- ✓ Maintenance system and records are subject to scrutiny as part of the CoachMarque scheme.
- ✓ The financial security of each CoachMarque operator must satisfy current legal requirements.
- ✓ CoachMarque requires a clean, safe and professional environment consistent with Health and Safety regulations, from all operators.

