ANTRIM CHARTERS

Service, Drivers, Vehicles & Emergencies

Website Policy 4

Effective September 1, 2026

This policy forms part of Antrim Charters' website service policies. A quote, invoice, or written agreement may include additional service-specific details. The terms supplied to the client at the time of booking apply to that booking.

Service commitment

Antrim Charters will make reasonable efforts to provide safe, reliable, courteous, and timely transportation based on the confirmed arrangements. Clients must provide accurate pickup and destination information and have passengers ready at the agreed time. Safe and lawful loading and unloading locations will be used.

Delays, weather, and road conditions

Travel and arrival times may be affected by traffic, weather, road conditions, construction, passenger delays, venue access, emergencies, mechanical issues, or other circumstances outside reasonable control. The driver may delay, reroute, modify, or discontinue a trip when continuing would be unsafe or unlawful.

Drivers and hours of service

Only appropriately licensed and authorized drivers may operate Antrim Charters vehicles. Drivers must comply with applicable traffic, impairment, distracted-driving, fitness, and hours-of-service requirements. Safety and legal driving limits take priority over an itinerary or requested schedule.

Vehicle inspections and maintenance

Vehicles are inspected and maintained in accordance with applicable commercial vehicle requirements. Required trip inspections, preventive maintenance, repairs, commercial inspections, and safety records are completed and retained. A vehicle will not knowingly be operated when a defect makes operation unsafe or requires it to be placed out of service.

Vehicle substitution

When reasonably necessary, Antrim Charters may provide a suitable substitute vehicle or make alternate transportation arrangements, subject to availability, safety, and applicable requirements.

Breakdowns and emergencies

In a collision, breakdown, emergency, or other significant incident, immediate safety comes first. If a vehicle cannot safely continue, it will be stopped at a safe location where reasonably possible. Antrim Charters will make reasonable efforts to arrange alternate transportation or otherwise assist passengers, and required incidents will be documented and reported to the appropriate parties.

Important: This policy does not limit any right or obligation that cannot lawfully be limited. Antrim Charters may update this policy for future bookings, but the version supplied and accepted for an existing booking will continue to apply unless both parties agree otherwise.