



## When you hire a coach from **JOHNSONS** you are **GUARANTEED** a quality service.

We are extremely proud of the excellent reputation for reliability, friendliness and quality service that we have built up over 110 years of hard work. So much so, that we are willing to **GUARANTEE** the quality service we provide.

**Our 4 guarantees outlined below will ensure you receive a top quality driver, a top quality coach, a top quality journey and top quality support for your coach hire.**

### QUALITY COACH DRIVER - GUARANTEED

#### Your driver will turn up at the right place at the right time

Your driver will arrive ten minutes before your appointed pick up time and will have done their 'homework' on all aspects of your coach hire journey.

In the unlikely event that the driver is late for your pick up time then the following reimbursements will be applied:

- A 20% reduction for up to 15 minutes
- A 30% reduction for up to 30 minutes
- A 50% reduction for more than 30 minutes

#### Your uniformed driver will be professional and helpful

Our drivers are recruited for their 'can-do' attitude and are trained to deliver excellent customer service.

All drivers have their Certificate of Professional Competence (Driver CPC) and newly qualified drivers are mentored for 12 months after passing their PCV test to ensure they all adhere to the high standards of being a Johnsons coach driver.



### QUALITY COACH JOURNEY - GUARANTEED

#### Your driver will drive smoothly and safely to ensure comfort

Our drivers are rewarded for their smooth, safe driving and issued certificates for excellent customer feedback.

Our vehicles have telematics and CCTV systems means our drivers receive continual training so that you receive the best possible journey experience. We also have our in-house driver training school and Training Manager.



### QUALITY COACH - GUARANTEED

#### Top quality presentation standards

We are continuously investing in new vehicles and are proud of our modern fleet of coaches.

Our valet team work through the night to ensure that our coaches adhere to top quality presentation standards.

#### Your coach will be reliable and comfortable

Our modern fleet of coaches are maintained on site by our experienced engineering team 24 hours a day, 365 days a year. However, in the very unlikely event that there is a breakdown which causes a delay of over one hour, then the hire charge for that day will be waived.



### QUALITY SUPPORT - GUARANTEED

#### 24 hour support

Regardless of the time of day, you can rest assured that support is one telephone call away.

All of our vehicles are fitted with GPS tracking technology and are monitored by our Traffic Team. Our Duty Managers have full responsibility and authority to take whatever action is appropriate.



#### Highest operational standards

We are members of The Guild of British Coach Operators, Confederation of Passenger Transport, RHA Coaches and UKCOA. Memberships of the Guild organisation includes a strict biannual quality audit of all aspects of our service.