



RULES AND REGULATIONS

- 1** All applications for membership of CoachMarque must be made on the official application form, and will be assessed against the approved criteria.
- 2** When an application is received the CPT Secretariat will arrange an audit of verification, undertaken by an independent auditors, who will report their findings accordingly. The applicant member will be informed and in the event of its not being accepted the reasons for rejection.
- 3** The CoachMarque Management Committee is appointed by CoachMarque members. The committee has special regard to satisfying themselves that the equality criteria are being adhered to, that assessment procedures are reviewed on an annual basis and that rules are in place for the handling/reviewing of customer complaints.
- 4** An applicant may appeal to the CPT Chief Executive for further consideration. His decision will be final.
- 5** All CPT members of CoachMarque must be fully paid up members of CPT at the time of application and shall pay all fees due in respect of CoachMarque in accordance with procedure outlined in the application form.
- 6** In the event of non-payment of CPT or CoachMarque subscriptions by the final due date set by CPT, the company concerned will cease to be a CoachMarque member forthwith.
- 7** All members of CoachMarque will abide by these Rules and Regulations and the standards set down.
- 8** Changes to the CoachMarque criteria/standards may be made during the course of the development of the Marque and will be determined by the CoachMarque Management Committee. Members will be advised of any such changes which will be binding upon them.
- 9** All members of the scheme will be expected to undergo an audit of compliance, undertaken by independent auditors at some time within every two years, commencing with the application verification audit. The audits will be arranged by the external organisation directly with the member and will be on an appointment basis. The fee for this is payable by the member. Failure to agree to an audit or to pay for it renders the member liable to the expulsion from the scheme (Rule 17). The organisation will submit a copy of the audit to the CPT Secretariat who will report the findings to the CoachMarque who will report the findings to the CoachMarque Committee.
- 10** The compliance audit may highlight areas where the member is not operating within the criteria. Such failures will attract a 'notice of non compliance' which either allows a member to rectify the matter within a set length of time or precedes expulsion from the scheme. In either event Rules 15-17 inclusive will apply.
- 11** If a member ceases to comply with any aspect of the criteria or there are changes which may affect compliance during the year of membership, the member must inform the CPT Secretariat immediately. Further consideration will then be given by both CPT and the CoachMarque Management Committee.
- 12** If membership of CoachMarque ceases for any reason the operator concerned shall undertake to remove immediately at their own cost, all their own cost, all logos and signs indicating membership from vehicles, premises literature and stationary. The operator shall give formal notice that this action has been taken and completed.
- 13** Certificates of membership and vehicle logos remain the property of CPT at all times.
- 14** Members of CoachMarque shall agree to submit to a CPT-approved arbitration service for use in the event of unresolved disputes with customers.
- 15** Members of CoachMarque shall do nothing to bring the Scheme into disrepute.
- 16** In the event of CPT secretariat receiving written allegations or prima facie evidence of disrepute, the member concerned shall comply with all CPT requests for explanation and possible attendance at special meetings of the CoachMarque Management committee.
- 17** The CoachMarque Management Committee, the decision of which shall be final in this respect, will expel members from the scheme who are, following investigation, shown to have brought the scheme into disrepute. In addition any CPT Member removed from the scheme as a result of disrepute shall be reported to CPT's Council for consideration of possible action on CPT Membership.
- 18** Failure to comply with any of the above rules and regulations will result in expulsion from the scheme following a ruling from the CoachMarque Management Committee
- 19** Appeals against removal from the scheme on grounds of disrepute or discipline will be heard by CPT Directors and an operator representative from the Coach Commission. Their decision shall be final.

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