

Conditions of Eligibility

It is a fundamental pre-requisite to membership that Members comply with the Guild's *Code of Minimum Standards*, devised by the membership to define those characteristics that make Guild Members stand out from the crowd. To be 'average' is not good enough for Guild membership!

Compliance with the standards is verified on joining and then once every two years through an independent audit conducted by BHI Solutions Ltd, a specialist company with considerable experience in this field. Between audits, Members sign an annual declaration of compliance.

Audits are conducted in an open and transparent way according to a detailed audit manual that will be provided to prospective members in good time to allow them to prepare the necessary evidence of compliance. Members are required to achieve a 100% pass, either on the day of the audit or within three months.

Members who would like help in preparing for their audit can arrange for the Guild Administrator to spend a day with them, pulling together the necessary evidence (a charge of £300 is made for this extra service).

The detailed standards appear [here](#).

Guild Members must also subscribe to a customer service *Charter*:

- Punctual pick-up
- A fully functional coach
- 24-hour emergency back-up
- Courtesy and a prompt reply to enquiries
- Concise terms of hire, in writing
- Written confirmation of bookings
- Uniformed drivers
- A recognised complaints procedure
- Waiver of one day's hire charge for any coach delayed for more than one hour through mechanical defect.