

BOOKINGS TERMS AND CONDITIONS

Your booking is accepted subject to the following terms and conditions and by confirming your booking you accept that these terms & conditions will apply.

Quotations:

Prices are current at the time of quotation and subject to availability at the time of booking. Quotes are valid for 30 days unless specifically advised otherwise in writing.

Booking confirmations:

It is the responsibility of the Customer to check the Booking Confirmation for its accuracy and completeness. Any discrepancies or errors found in the Booking Confirmation should be communicated back to the Company as a matter of urgency. All times stated are based on the 24-hour clock and based on local time in Melbourne, Australia.

Amendments:

Any amendments to your booking after confirmation can only be accepted in writing and subject to availability. We reserve the right to charge a supplementary amount for any extras in relation to the amendment, including any amendments made during the booking.

Extensions and late running:

The prices charged are based on the stated booking times and destination/s. We rely on bookings to run to schedule, so that our vehicles can meet their obligations for other clients who have made bookings.

If your booking runs over schedule or you choose to extend the duration of your booking on the day, please contact the Operations team ASAP as we may not always be able to accommodate the change. We also reserve the right to charge extra to cover additional costs incurred due to the extension/late running.

Cancellations:

In an event that you cancel your booking, we reserve the right to charge our standard cancellation fee/s as follows:

All cancellations must be received in writing

- Bookings cancelled with 12 + hours notice: No cancellation fee;
- Bookings cancelled after 5:00 PM the day before the booking: up to 50% cancellation fee;
- Bookings cancelled on the day of the booking: up to 100% cancellation fee.

Large Bookings (10+ buses) & Extended Tour (2+ days) bookings:

In an event that you cancel your tour booking, we reserve the right to charge our standard cancellation fee/s as follows:

- Bookings cancelled 5+ business days before the booking: No cancellation fee;
- Bookings cancelled 1-4 business days before the booking: up to 50% cancellation fee;
- Bookings cancelled on the day of the booking: up to 100% cancellation fee.

Any additional costs that have been incurred by the company in preparation for the tour will also be charged, in addition to any cancellation fee listed above. Where possible we will endeavour to

reduce the cancellation fee by taking into consideration the time of the day the cancellation was made, if the Charter/Tour is re-booked for alternate day.
Cancellation fees are imposed at the sole discretion of management of the company.

Additional charges:

Quotes will generally include all required costs involved related specifically to the vehicle hire, such as toll fees and parking costs.

Itinerary costs, such as but not limited to; passenger meals, vehicle ferries, hotel accommodation, boat cruises, venue entry and attraction entry fees are not included, unless specified in writing.

The Company reserves the right to pass on, without notice, any increases that may occur in any applicable airport charges, road tolls, entry fees, parking charges or any other associated costs from 3rd party providers related to the charter

Credit Card Charges:

Payment via credit card (VISA or MasterCard only) will attract a no surcharge. Payment via credit card using American Express or Diners Club will incur a fee of 3% of the value of the booking.

Non-Account Clients:

We require full payment for the booking(s) no later than 2 business days prior to the date of travel. Your charter booking(s) will not be confirmed until the booking(s) payment is received.

Account Clients:

Once your charter booking(s) has been completed, you will then receive a Tax Invoice(s). Payment terms are 'end of following month' unless stated otherwise.

Overdue Accounts:

Overdue accounts will incur penalty interest at the rate of 10% p.a, compounding daily until paid in full, including any interest component. In the event your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs incurred until the debt is collected in full, including any agency or legal costs.

Food & Beverage Consumption (including alcohol):

Food & Beverages (including alcohol) are not to be consumed on any vehicle.

We reserve the right to charge extra for vehicle cleaning and loss of revenue in the event this is required due to non-compliance of this condition.

Passenger Conduct:

We expect passengers to conduct themselves in a manner appropriate for bus travel. The driver is responsible for your safety, and you must follow their directions and instructions.

In all cases, the driver of any vehicle will have the discretion to stop the vehicle and disembark those passengers engaging in unacceptable behaviour.

Damage to Vehicle:

For any loss, damage or liability caused by a passenger during your booked charter you may be liable to bear the cost of any damages, including loss of revenue if the vehicle is required to be taken out of service.

Smoking:

The Tobacco Act 1987 (Vic) prohibits smoking in all enclosed workplaces. 'Workplace' means any premises or area where one or more employees or self-employed persons (or both) work, whether or not they receive payment for that work. Therefore, smoking is prohibited on any and all vehicles supplied by the Company.

Driver Accommodation and meals:

Dependent on the Charter type, you may be responsible for the provision of driver accommodation. In these instances, there is a minimum requirement that must be met in order to ensure the comfort of the driver and the safety of all parties is not compromised.

The driver will require a minimum; clean and sanitary accommodation in a single occupancy room with private toilet/shower facilities and linen to be provided. Please also take into account the nature of the accommodation as certain venues are not appropriate due to fatigue concerns (i.e. back packer accommodation, rooms in close proximity to live music venues, etc)

Please note that the driver has the final say and may request to be moved to a different room/accommodation provider if the allocation is not acceptable. Any additional charges incurred are at the expense of the client.

On occasion you may be responsible for the provision of the drivers' meals. In these instances, it is generally acceptable for the driver to be provided the same meals as the group. Snacks, morning tea, afternoon tea, beverages and other items of a discretionary nature will be borne by the driver.

Lost Property:

If you have lost property on a coach, please call our office on +61 3 5940 5491 as soon as possible and we will use our best endeavours to locate any lost property.

Please note that we are not responsible for any lost property items regardless of the circumstances. We encourage you to always check and confirm your group have all their belongings before disembarking.

If we can successfully locate your missing item, we will discuss with you the best way to reclaim the property. You may be required to collect it from our office/s or pay for the costs (i.e. postage) for returning the item to you if you are not able to collect the property.

We will use our best endeavours to notify owners of any lost property items we have located.

We reserve the right to donate unclaimed items to charity if appropriate.

Luggage & Luggage Capacity:

Our vehicles have varying levels of luggage capacity. You should advise the expected amount of luggage with any booking so that we can account for this in the quote.

For mini buses, luggage trailers can be provided, but the requirement must be advised in advance.

Whilst all care is taken, we cannot accept responsibility or liability for any damage to any luggage.

Due to the Australian National Standards for manual handling some items of luggage, may require a passenger/s to assist the driver with loading and unloading luggage items.

Commentary:

Many of our drivers have the capacity to provide commentary for various locations. If you require commentary, this must be advised in advance to ensure the appropriate driver guide is allocated to your booking, and to ensure they can adequately prepare.

There may be an additional charge for commentary to be provided and this will be advised at the time of the quote/booking.



Driver Tips:

There is no requirement to tip any driver.

Limitations on liability:

The Company may give advice on journey times in good faith, but cannot guarantee that the journey is completed by a specific time and cannot accept any responsibility or liability whatsoever arising out of any act or omission including, but not limited to, traffic congestion, road accidents, adverse weather conditions, compliance with requests of the police, customs or other government officials and security services, vehicle breakdown or unforeseen delays (including en-route to the initial pick up location) or any other matter outside its reasonable control and the Company will not be liable for any inconvenience or loss incurred regardless of cause or fault. It is the client's responsibility to ensure the accuracy of their booking details.

Fatigue Regulations:

The company and driver are subject to strict laws and regulations regarding driving hours and the drivers' fatigue.

The driver has the final say in relation to rest and driving periods but will endeavor to keep to any timetable or schedule as far as practical.

Animals on board:

No animals are permitted on board the bus, or in the luggage areas of the bus.

The only exception to this rule is for recognized assistance animals (i.e. Guide Dogs).