

## CHARTER TERMS AND CONDITIONS

### QUOTATION

1. Verbal quotes are only regarded as an estimate of the cost of the charter.
2. Belbaker Bus Charter will not be bound by any verbal quote given by its employees.
3. Written quotes are based on details provided and may be altered if the itinerary changes. (i.e. additional passengers, distance, time, trips, locations etc.)
4. All charters are subject to availability.
5. Quotations are valid for 30 days from date of quotation.

### CONFIRMATION

1. Charter requests are only confirmed when hirer responds affirmatively to a written quote by Belbaker Bus Charter or by submitting an online Booking Form.
2. By responding affirmatively to a written quote or by submitting an online Booking Form, you are also accepting these terms and conditions of charter/hire.
3. Written confirmation is required. Telephone or verbal confirmations will not be accepted.

### CONDITIONS

1. All charters on a Public Holiday will incur a 30% surcharge.
2. All charters operating outside normal business hours require contact details for the charter organiser, hirer or delegated contact.
3. Charter requests for companies or businesses must be authorised by a delegated person and be allocated a purchase order number (if required).
4. Belbaker Bus Charter reserves the right to charge the hirer an additional fee for a departure which varies from the agreed time (as per movement details/booking confirmation).
5. The hirer acknowledges that no alcohol is to be taken on aboard or consumed on Belbaker Bus Charter vehicles.
6. Belbaker Bus Charter reserves the right to charge hirers for any damage inflicted on a coach by the hirer or persons in their party.
7. Belbaker Bus Charter reserves the right to charge the hirer a minimum fee of \$150.00 for cleaning of the coach if the coach returns in a state of unserviceability for the next charter.
8. Images of vehicles on websites or other promotional materials are representative only.
9. No food or drink can be consumed on Belbaker Bus Charter buses.

### LIQUOR LICENSING AND NON-SMOKING

Due to the Police Liquor Licensing Act 1998 Section 119 (4, 7, 9, and 11) and Section 109 (1) no alcohol is to be consumed on board the coach as hefty fines will be incurred by the passengers, driver and Belbaker Bus Charter. For this reason, we do not permit alcohol in the cabin. All bottles, glasses & eskies etc. are to be stowed in the luggage bins.

Accordingly, Australian government regulations prohibit the use of tobacco and e-cigarettes on all our services and within 10 metres of our vehicles and premises.

### LUGGAGE AND LOST PROPERTY

1. General charter services allow for carry-on baggage only. If extra luggage space is required, please request it at the time of booking.
2. Carry-on baggage is not to exceed 10 kilograms and should fit in the overhead or under-seat compartments. Personal items should be kept with you throughout your trip, so it is up to you to keep it safe (this includes taking your belongings with you when you step off the bus for a rest break).
3. All belongings must be securely packed in rigid, enclosed containers.
4. For safety reasons; larger, heavier bags, eskies and the like, must be stored in the undercarriage luggage space or trailer.
5. Some compensation may be available for items lost or damaged in the baggage hold, however, it is unlikely to cover the costs of your property and therefore any valuables should adequately insured by passengers and be kept within carry-on baggage.
6. Although every effort will be taken to return any lost property, Belbaker Bus Charter cannot accept any responsibility for any carry-on baggage that gets lost or damaged.

### ITINERARY CHANGES

All itinerary changes must be made in writing to the office and may incur an additional fee.

Please note changes to bookings may not be accommodated if less than three working days' notice is given.

### CANCELLATION FEES

More than 24 Hours' Notice	No charge
Same Day Cancellation	Up to 100% of cost may be charged
Fail to Load	100% of cost may be charged

### PAYMENT AND ACCOUNTS

Private Charters:

1. Payment is required in advance unless advised otherwise.
2. A security deposit of \$300 is required with full payment prior to the charter.
3. Where there is no need for additional cleaning or repairs the security deposited will be refunded direct into the Client's bank account.

School Charter

1. Payment is required 10 days after the charter has occurred unless advised otherwise.

Payments can be made by company cheque, direct debit or credit card.

NOTE: Private Charters being paid by cheque need to be paid a minimum of 7 business days prior to the date of the charter to allow time for the cheque to be presented.