

CHARTER TERMS AND CONDITIONS

Buswest, South West Coach Lines, ATG Downunder, Mandurah Bus Charters, Carnarvon Bus Charters, Fortesque Bus Charters, Mt Barker Bus Services And Quinces All Operate Under The Conditions Set-Out Below By Parent Company Australian Transit Group

QUOTATION

1. Verbal quotes are only regarded as an estimate of the cost of the charter.
2. Australian Transit Group 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 Australian Transit Group and provides proof of payment.
2. By responding affirmatively to a written quote, you are also accepting these terms and conditions of charter/hire.
3. Written confirmation is required. Telephone or verbal quotations can't be accepted.

CONDITIONS

1. All charters operating outside normal business hours require contact details for the charter organiser, hirer or delegated contact.
2. Charter requests for companies or businesses must be authorised by a delegated person and be allocated a purchase order number.
3. The Hirer acknowledges that no alcohol is to be taken aboard or consumed on Australian Transit Group vehicles.
4. Australian Transit Group reserves the right to charge hirers for any damage inflicted on a coach by the hirer or persons in their party.
5. Australian Transit Group reserves the right to charge the hirer a minimum fee of \$200.00 for cleaning of the coach if the coach returns in a state of unserviceability for the next charter.
6. Images of vehicles on websites or other promotional materials are representative only.

LIQUOR LICENSING & 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 Australian Transit Group. 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's 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. Lost property can be report here. Although every effort will be taken to return any lost property, ATG can't accept any responsibility for any carry-on baggage that gets lost or damaged.
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. For safety reasons; larger, heavier bags, eskies and the like, must be stored in the undercarriage luggage or trailer.
7. Please fill out Lost Property form here: <http://buswest.com.au/lost-property/>

ITINERARY CHANGES

Changes to bookings may not be able to be accommodated with less than three working days' notice in advance of booked charters.

CANCELLATION

Written notice must be given before a cancellation will take effect. If a driver attends a charter and arrives to the first pick up point and scheduled passengers are not present 30 minutes after the scheduled time (without prior notice), the charter will not proceed and the full charter fee will apply ("No show").

Cancellation Fees

7 days' notice	No Charge for charter.
Within 3 – 6 days of scheduled charter	Administration charge of \$100 plus \$100 per coach booked.
24 hours before charter	25% of quoted charter cost plus Administration Charge of \$100
24 hrs from time of charter or a "No show"	No refund applies. Full cost of charter will be invoiced.

PAYMENT & ACCOUNTS

Australian Transit Group requires payment in advance for all charters unless the hirer has an established credit account with Australian Transit Group and provides an order number for confirmation. Payments can be made by company cheque, direct debit or credit card. Credit Card payments attract a surcharge of 2%.

To apply for credit account with ATG, please return this form:

<http://www.austransit.com.au/wp-content/uploads/2016/07/Customer-credit-application-for-trade-account.docx> to daniel@buswest.com.au