

— FASSIFERN COACHES

"Connecting people, places and community"

CHARTER TERMS & CONDITIONS

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

QUOTATION

1. Fassifern Coaches will not be bound by any verbal quote given by its employees.
2. Written quotes are based on details provided and may be altered if changes are made to the itinerary (e.g.: distance, time, trips, locations, size of vehicle required etc).
3. All charters are subject to availability.
4. Quotations are valid for 30 days from the date of quotation.
5. All quoted prices include GST.
6. Fassifern Coaches reserves the right to pass on, without notice, any applicable airport charges, road tolls, entry fees or parking charges.

CONFIRMATION

1. Charter requests are only confirmed when the hirer responds affirmatively to a written quote by Fassifern Coaches.
2. By responding affirmatively to a written quote, you are also accepting these Terms and Conditions of hire/charter.
3. Written confirmation is required. Telephone or verbal confirmations will not be accepted.

CONDITIONS

1. All charters on a Public Holiday will incur a 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 have an authorised delegate allocated to be responsible for these Terms and Conditions.
4. Fassifern Coaches reserves the right to charge the hirer an additional fee for a departure which varies from the agreed time (as per booking confirmation / details).
5. The hirer acknowledges that no alcohol is to be taken on board or consumed on Fassifern Coaches vehicles, unless prior approval has been given (see our Food & Beverage Condition). In the interests of safety, Fassifern Coaches has a strict NO GLASS Policy.
6. Fassifern Coaches reserves the right to charge the hirer a minimum fee of \$300 for cleaning of the coach, if the coach returns in a state of unserviceability for the next charter.
7. Images of vehicles on our website or other promotional materials are representative only.

ITINERARY CHANGES

1. All itinerary changes (including date changes) must be made in writing to the office and may incur additional fees.
2. Any amendment to bookings after confirmation has been made, can only be accepted subject to availability.
3. The hirer is responsible for any charges in respect of extra time, in the event that the booking does not run to schedule. This includes any extra charges involved, where the hirer chooses to extend the duration of the booking and includes flight and/or traffic delays.
4. The hirer is responsible for any additional charges incurred to the booking relating to tolls, parking or access charges.
5. Itinerary changes for weddings, evening or weekend private events, are not permitted within 48hrs of the event.

112 Hoya Road, Boonah QLD 4310 (PO Box 50, Boonah QLD 4310)

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VEHICLE DAMAGE

1. The hirer is responsible for any damage caused to a vehicle as a direct result of your booking.
2. Fassifern Coaches reserves the right to charge hirers for any damage inflicted on a coach by the hirer or persons in their party. This includes accidental and/or malicious damage.
3. Fassifern Coaches reserves the right to recover all costs of any such damage, including costs for the coach being out of service and administration time, as well as extra cleaning costs, from the hirer.
4. Our drivers have the discretion to stop the vehicle and disembark those passengers engaging in unacceptable or unruly behaviour.

CANCELLATION FEES

In the event that a booking is cancelled, Fassifern Coaches reserves the right to charge cancellation fees as follows:

1. Bookings cancelled greater than 5 days prior to travel – No charge
2. Bookings cancelled between 5 days prior to travel and the day of travel, but not on the day of travel – 50%
3. **School bookings** cancelled between 5 days prior to travel and the day of travel, but not on the day of travel –25%
4. Bookings cancelled on the day of travel – 100%
5. All bookings must be cancelled in writing. Telephone or verbal cancellations will not be accepted.

SMOKING

Smoking is not permitted, by law, on any vehicle supplied by Fassifern Coaches.

FOOD & BEVERAGE CONSUMPTION

No food or drink can be consumed on a Fassifern Coach Charter, unless prior approval has been given. In such circumstances payment of a bond will be required to cover the risk of damage to the vehicle. The hirer is responsible for any damage in accordance with these terms and conditions. **See our Food and Beverage Indemnity Form.** In the interests of safety, Fassifern Coaches has a strict NO GLASS Policy.

LUGGAGE AND LOST PROPERTY

1. General charter service allows 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 10kg and should fit in the overhead or under seat compartments. It is the responsibility of the passenger to keep all personal items safe. This includes taking all belongings when stepping off the bus.
3. All valuables should be adequately insured by passengers and be kept within carry-on baggage.
4. For safety reasons, larger bags and heavier items such as eskies and the like must be stored in the under-carriage luggage space or trailer.
5. Although every effort will be taken to return any lost property, Fassifern Coaches does not accept any responsibility for any carry-on baggage or items that get lost or damaged.

PAYMENT & ACCOUNTS

Private Charter

1. Full payment is required for all private charters, a minimum of 7 days in advance, unless advised otherwise.
2. A security bond of \$300 is required with full payment prior to the charter, should food and beverages be consumed. The security bond will be refunded direct to the hirer, when there is no need for additional cleaning or repairs.
3. Fassifern Coaches reserves the right to charge the hirer a minimum fee of \$300 for cleaning of the coach, if the coach returns in a state of unserviceability for the next charter, or where food and drink has occurred without prior approval.
4. Weddings – full payment for weddings is required a minimum of 2 months in advance.
5. A non-refundable deposit of \$300 is required for all weddings and private functions, upon confirming the booking.

School Charter

1. Payment is required within 7 days, after the charter has occurred, unless advised otherwise.
2. A security bond is not required for school charters.

Payments can be made by cheque, direct deposit or cash.

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