

Questions to ask your motor coach provider prior to service

1. What is the charter bus company's safety record?

Has the charter bus rental company had an accidents or injuries since being in business? How does the U.S. department of transportation rate the company?

2. Does your company have the proper current licenses?

Does the company have the proper licenses to operate in the locations you are going? Also is the driver properly licensed to operate the vehicle you are requesting. In Colorado, motor coach operators are required to have a minimum \$5 million insurance policy. All chauffeurs or drivers are required to have a commercial driver's license.

3. What type of training/monitoring do you have in place for your drivers?

Not only is it important to know if the drivers or chauffeurs are properly licensed but you should go a step further and ask about the training and monitoring programs in place. A good company should do ongoing training, extra safety training, and do random drug testing. If the itinerary is demanding, experience can play an important role in things going smoothly. Keep in mind motor coach and charter bus chauffeurs have government mandated time limits on the amount of driving they can do. This is important for your safety and a good charter company will make sure to stand by those rules.

4. What type of charter buses do you have?

Ask the charter bus company about the condition, size and age of the bus or buses they have. D&D Buses typically range in size from 29 to 56 passengers. Quotes can be changed to fit the size of your group. *The amenities in Motor Coaches can also vary drastically so communicate prior to service the amenities that are important to your group.* Things such as charging stations, onboard restroom, PA system, leather seating, TV's and bluetooth radio are all options. Also ask the company if the vehicle is available to be seen in person or if you can request a particular vehicle.

5. What separates the company from other Charter Bus rental companies?

A [company](#) should be able to tell you why they are different from the competition. Ask how long the company has been in business and what their service level is? Do they have someone answering the phones 24 hours a day? Do they guarantee on time arrival of their vehicles? You would be surprised by how many motor coach companies close at 5pm and do not answer their phones. Make sure you understand this incase

being able to contact the company for last minute changes or questions is important to your group.

6. Do you have any references?

Ask the company for a list of references. A good company will have credible references from other businesses or individuals who have used their service.

7. Are there any additional amenities available or included?

Not all charter bus rental companies provided the same type of amenities, so it is important to be clear on what they offer. Most companies should include bottled water and ice in the vehicle. Also ask about on board TV's and charging stations.

8. Do you have a back-up plan in place?

While no one expects a vehicle to break down it is important that the company have a back-up plan in place something was to happen. A company should have some type of plan in place for sending a replacement vehicle or multiple vehicles to get the group moving in a timely manner again.

9. How are the vehicle maintained?

Ask if the vehicles are cleaned after each run and how they are services. It is important to make sure that you are getting a clean vehicle as their will be a lot of people in one space. Also is maintenance done by a licensed mechanic onsite or off site?

10. What is the cost of the trip?

Ask about the cost associated with the trip you are looking for. Make sure they explain all the charges and possible charges that may be incurred during the trip. Do they have extra fees if you are paying by credit card? What is the deposit and cancellation policy to get a refund? If you are requesting a specific time frame what are the costs for going over? Most charter bus rental companies should be able to give you a total cost *except* fortolls, parking, and other variable fees.