



Phone: 0447767247

Email: info@swanbuscharters.com.au

Website: www.swanbuscharters.com.au

ABN 98 622 809 562

CHARTER TERMS AND CONDITIONS: Swan Bus Charters operates under these terms and conditions.

Quotations 1. Verbal quotes are only regarded as an estimate of the cost of the charter.

2. Swan Bus Charters 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. (eg 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.

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 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 (if required).

3. Swan Bus Charters reserve the right to charge the hirer an additional fee for a departure which varies from the agreed time (as per MOVEMENT DETAILS/BOOKING CONFIRMATION).

4. The Hirer acknowledges that no alcohol is to be taken aboard or consumed on any Swan Bus Charter Coaches.

5. Swan Bus Charters reserves the right to charge hirers for any damage inflicted on a coach by the hirer or persons in their party.

6. Swan Bus Charters 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.

7. Images of vehicles on websites or other promotional materials are representative only.

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 Peel Bus Hire and Charters. 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 spaces provided.

4. For safety reasons; larger, heavier bags, eskies and the like, must be stored in the undercarriage luggage space or trailer.

5. Although every effort will be taken to return any lost property, Swan Bus Charters can't 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 charter cost may be charged. Fail to load, up to 100% of charter cost may be charged.

PAYMENT AND ACCOUNTS Swan Bus Charters requires payment in advance for all charters unless the hirer has made other arrangements with the proprietors of Swan Bus Charters. Payments can be made by company cheque, direct debit or credit card.

BOND A \$250.00 bond will be charged in addition to full payment prior to the charter. This bond will be refunded in full if the coach is left in a clean condition. Should the coach return in a soiled condition The \$250.00 will become non-refundable and charged as a cleaning fee. Peel Bus Hire & Charters reserves the right to refuse travel to any persons deemed intoxicated. Any threatening behaviour towards the driver will not be tolerated. Any persons displaying antisocial behaviour may be asked to leave the bus. Any breach of Peel Bus Hire and Charters terms and conditions could result in the loss of bond.