

ALPHA & OMEGA TERMS AND CONDITIONS

The following terms and conditions, together with any additional provisions stated in the charter confirmation (the "Charter Confirmation") to which these terms and conditions are attached, represent the agreement ("Agreement") between the individual(s) or entity(ies) named on the face of the Charter Confirmation ("Charterer", "you" and "your") and Alpha & Omega Limousine Bus Services, LLC. ("us", "we", and "our").

PAYMENTS. Payment of your Deposit is due within fourteen (14) days after your receipt of this agreement, unless the departure date is within fourteen (14) days, in which case full payment is due immediately upon booking your charter. Final payment for charter service is due and payable at least fourteen (14) days prior to the date of departure. We accept cash, check, MC, and VISA. If you book a charter within fourteen (14) days of the date of departure, payment must be cash or credit card. The charter is subject to cancellation by us without notice to you if we do not receive the Deposit and/or the final payment on time. We reserve the right to extend credit, in our sole discretion, to creditworthy customers. **ITINERARY.** Your final itinerary is due at least fourteen (14) days prior to the date of departure. If your final itinerary differs from the services detailed in the Charter Confirmation, you will be responsible for additional charges, if applicable. Your final itinerary should include the name and address of each hotel and venue that the group is visiting. Your itinerary must comply with federal regulations regarding the driver(s) hours of service. Additional charges for extra drivers may be assessed if the schedule cannot be adjusted.

CANCELLATION. You must notify us of cancellations via fax, phone or email. There is no cancellation fee if the cancellation is made at least thirty (30) days in advance. Upon such timely notice, any Deposit will be refunded. The Deposit is forfeited with less than thirty (30) day notice. For cancellations made within fourteen (14) days of departure, you will forfeit the total cost of the trip. All refunds will be paid by check. When a charter is cancelled due to weather or other reasons beyond our control, we will reschedule the trip, if possible, or all monies collected will be applied to a future booking. **GRATUITIES:** Driver gratuities are NOT included in the cost of this trip. Gratuities are always appreciated. A recommended gratuity is \$1-\$2 per person per day for each bus.

ADDITIONAL CHARGES. Your cost is based on the services detailed in the Charter Confirmation and is subject to change in accordance with your actual itinerary. Tolls, highway fees, parking fees, fuel surcharges, etc. are your responsibility. You are responsible for reserving and paying for the driver's hotel room (single occupancy for each driver). If a charter trip exceeds fifteen (15) hours, Charterer must provide the driver with a hotel room to rest at least nine (9) consecutive hours. A \$200 trash and damage fee may be assessed if the group's activities require a greater than normal amount of time and material to clean the bus properly upon its return to us. The cost of repairing damage to coaches resulting from your actions will be charged to you and is payable as soon as such cost is determined. Unless specified in the Charter Confirmation, driver gratuity is not included. The gratuity can be added to your final payment for your convenience. **FUEL SURCHARGE.** Since many Charter Confirmations are issued months in advance with no knowledge of future economic conditions, Alpha & Omega Limousine Bus Services, LLC. reserves the right to impose a fuel surcharge should diesel fuel exceed \$4.50 per US gallon. Charter has the right to pay the requested increase or terminate the contract for service within 30 days.

LATE PAYMENT CHARGE. Accounts not paid within fifteen (15) days of the due date can be assessed a monthly late payment charge of one (1) percent of the total cost of the charter.

RETURNED CHECKS. A \$25.00 service fee applies and is payable to us for any returned checks.

DRIVER HOURS OF SERVICE. The US Department of Transportation and the Federal Motor Carrier Safety Administration have adopted safety regulations that limit drivers to being on duty no more than fifteen (15) hours per day, of which ten (10) hours may be driving. The driver must be given nine (9) consecutive hours of rest before resuming duties.

EQUIPMENT. Alpha & Omega Limousine Bus Services, LLC. cannot guarantee the assignment of a driver or motorcoach. Alpha & Omega Limousine Bus Services, LLC. reserves the right to lease equipment and drivers from other companies to satisfy known commitments. If a mechanical failure makes necessary the replacement of a bus originally assigned, the replacement bus may be of a different type. Request for DVD, satellite tv, and/or outlets will be honored to the best of our ability, but is not guaranteed.