




Safe & Reliable



 busesrus.com.au

 (08) 8285 6900



30+ Years Of Experience

## Travel Service Agreement

We have developed this service agreement to ensure your travel with us goes smoothly. We believe in total transparency and no surprises, so please review this agreement and sign at the bottom as it forms part of the travel contract between you (the client) and us (Buses R Us).

### Trip Planning

- Clients are requested to nominate the following information for their travel:
  - Type of Trip: Return, One Way, School Charter, General Charter, Wine Tour Transport (including liquor licensing information), Wedding Charter, Airport Transfer (include flight number).
  - Origin, Origin Departure Date, Origin Departure Time
  - Number of Seats Required
  - Destination, Return Date, Return Time (if return)
  - If the request is for a Quote or Booking Request
  - Any additional stops and/or destinations
  - If you have luggage (including size), if you require a towbar and/or trailer
  - Any other notes

### Trip Specifics

- Bookings are set with the nominated 'Origin' and 'Destination'. Any additional stops are to be listed in 'Additional Stops/ Destinations'.
- Additional stops/ requests/ changes to times require **prior** approval. Drivers do not have the authority to make these changes.
- Bus type is subject to availability, with substitutions occurring occasionally. We will guarantee the bus allocated will meet your minimum size and will work with you to ensure you have the right capacity coach. (example, a booking for 13 people may receive a 24 seater bus or 29 people receiving a 42 seater).


### Bookings, Fees, Cancellation

- Upon entering the Travel Service Agreement, the payment terms are for the whole amount to be paid 14 days prior to departure, in some cases a deposit may be required which will be discussed with you at the time of booking.
- Cancellation terms
  - More than 7 days before travel 100% refund.
  - 7 days to 48 hours prior to departure 70% refund
  - 48-24 hours prior to departure 50% refund
  - 24 hours or less prior to departure nil refund.
  - In some cases, we may be able to reschedule the trip to save costs for you, however, this is done on a case by case basis.



Safe & Reliable

**BUSES · R · US**

 busesrus.com.au

 (08) 8285 6900



30+ Years Of Experience

### Special Requirements, Upgrades and Requests.

- If you require a wheelchair accessible vehicle, please note this in the submission. **\*\*There is no additional fee for accessible vehicles\*\***
- If you are requesting a bigger bus for extra room, please note this will attract an additional fee.
- Some Tours are eligible for an upgrade, such as from a 24 seat Rosa to a 33 seat coach with air suspension and increased comfort. We also have larger coaches with recliners and a toilet (for emergencies only) for you to consider. As stated above, these upgrades attract a fee and this can be discussed at time of booking.

### On the bus

- Collection Times – your nominated start and finish times are set by you at the time of booking. It is important to note that buses and/ or drivers may have other jobs and need to run on time for these. You will be given a 15 minute grace period, after which time there may be a late fee applied or the bus may need to leave.
- All buses are designated 'no food or drink' zones. With prior negotiation, this can be reviewed, however, please note this may attract an additional cleaning charge.
- **All buses are dry zones, unless you have chosen to purchase a liquor licence for your travel, no alcohol is to be consumed in the bus during your travel. This is a SA Government Liquor Licencing matter.**
- No smoking/ e-cigarettes/ vaping is permitted on any of our buses. It is against the law in South Australia to smoke/ vape in public transport vehicles.
- We ask that you respect the bus and keep it tidy, please do not discard empty bottles, food wrappers etc on the bus – please see below section on Excessive Cleaning/ Repairs


### Excessive Cleaning/ Repairs

- An Excessive Cleaning fee will apply to passengers who cannot control bodily functions.
- Passengers are requested to remove any rubbish from the bus.
- A cleaning fee will apply if passengers spill drinks / food or leave rubbish behind for the driver to clean up. Please respect the condition of the bus for the next passengers.
- Passengers are reminded that any unacceptable behaviour, i.e. oral abuse, bodily harm, or damaging the vehicle will be treated strictly in accordance of the law and if relevant, damage fees will apply.
- The driver reserves the right to terminate a charter, if any actions are deemed threatening or dangerous to the driver or other passengers. The driver is authorised to have an unruly passenger who is threatening or placing the driver or passengers in a dangerous situation removed. The matter may be reported to the Police or relevant authority if deemed necessary by the driver or management.
- The Excessive Cleaning/ Repair fee starts from \$100, depending on the degree of cleaning/ repair required. As the person who booked the travel, you will be responsible for making restitution for any damages.
- We reserve the right to charge the credit card used for your booking with the appropriate amount required for any Excessive Cleaning/ Repair costs.



Safe & Reliable



 busesrus.com.au

 (08) 8285 6900



30+ Years Of Experience

### Child Seats

- All our buses are deemed as public transport vehicles and therefore child seats are not required.
- If you prefer the usage of a child seat you need to bring your own, as we do not provide these.

### Lost Property

- If you have lost items on the bus, please contact our office to inform us. We have numerous buses travelling all over the state so letting us know which bus and driver will help greatly.
- Remember, the more information we have the easier it is for us to find your lost item. Our drivers bring in items they find on the bus whenever they head to the depot – and our cleaners regularly locate lost items and hand them in to reception at the depot.
- If you have lost a smart phone, it has been proven that phones can be easily located if you have installed a GPS App.

### Responsibilities

- As the registered person who has booked the travel – (the 'client'), the responsibility comes to you for any cleaning, repair or other costs incurred as a result of your travel.

**The team at Buses R Us would like to thank you for choosing us to provide your transport for your event. We look forward to working with you and hope that your event is a memorable one for all the right reasons.**

**These Terms and Conditions have been established to help you know what is expected and how we can continue to offer good quality, budget friendly travel in South Australia.**

I \_\_\_\_\_ of \_\_\_\_\_ (the 'client') have read, understand and accept these terms and conditions for our travel with Buses R Us.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_