

BUS & COACH CHARTER TERMS & CONDITIONS

Acceptance of Terms

It is important that you read these conditions carefully to ensure that you understand your rights and obligations.

Deanes Coaches Group reserves the right to amend these Terms & Conditions at any time. The Terms and Conditions that apply are the Terms and Conditions in force on the date of Booking.

Payment of deposit or other charges constitutes acceptance of these terms.

Quotation

Quotations are valid for 30 days from the date of the written quotation. Prices are current at the time of quotation and subject to availability at the time of booking. All quoted prices include GST. Deanes Coaches Group reserves the right to pass on, without notice, any increases that may occur in any applicable airport charges, road tolls, entry fees and or parking fees.

Amendments

Deanes Coaches Group will endeavour to accommodate amendments and additional requests. However, all amendments are subject to availability and cannot be guaranteed.

Once final details have been confirmed and approved, any subsequent changes or additions will incur an amendment fee of \$50 per change, to cover communication and administration costs. You will also be responsible for any additional costs imposed by suppliers.

Amendments to bookings are not permitted within 24 hours prior to the scheduled departure time.

Charges (including Airport Parking, Tollways, Parking Fees and National Park entry)

Airport Parking and Toll Fees are included in Coach Rates where applicable. However, additional Parking and Toll Fees are NOT included in City-City Touring Rates and will be charged in addition if used in your itinerary.

Tolls and Parking are governed by the relevant State Authorities, and these charges are subject to change without notice.

National Park entry fees are not included in the Coach Rates. Should your itinerary require entry to any National Park, and we incur costs for that entry, you are responsible to reimburse us for all National Park entry fees incurred. These fees may also be paid directly by the client on the day of entry.

Any newly introduced third-party charges and any increases in statutory charges or taxes, such as New Tollways, Airport Parking Fees, GST, Carbon Tax or any other third-party fees introduced in the effective period, will be payable by you. Fuel surcharges may apply if diesel price fluctuate.

Extensions

You are responsible for any charges incurred due to additional time if your booking does not run according to schedule. This includes charges resulting from your choice to extend the duration of your booking, as well as fees arising from flight and/or traffic delays.

Cancellations by You

In the event that you cancel your booking. Deanes Coaches Group reserves the right to charge a cancellation fee as follows:

- Bookings cancelled more than 4 days prior to travel: 25% of the total value of the booking.
- Bookings cancelled between 4 days and 24 hours prior to travel: 50% of the total value of the booking.
- Bookings cancelled within 24 hours prior to travel: 100% of the total value of the booking.

In addition to any cancellation fee charged by Deanes Coaches Group, you will also be responsible for payment of any charges levied by suppliers in respect of the cancelled booking.

We recommend that you obtain an appropriate level of travel insurance at the time you pay your deposit to cover any applicable non-refundable or cancellation fees.

Other Cancellations or Rescheduling

Deanes Coaches Group may cancel or reschedule a trip at any time prior to departure if, due to Force Majeure or other external events for example driver illness/shortage, it is not viable for us to operate the planned itinerary.

For the purposes of these Terms & Conditions, Force Majeure refers to events beyond our control that could not reasonably have been prevented. This includes, but is not limited to:

- natural disasters (including, but not limited to, flooding, fire, earthquake, landslide, volcanic eruption), adverse weather conditions (including hurricane or cyclone), or high/low water levels;
- war, armed conflict, industrial dispute, civil strife, terrorist activity, or the threat of such acts;
- epidemic or pandemic;
- any new law, regulation, order, decree, or rule, or any change to existing laws imposed by a government authority ("Government Restrictions").

If we cancel your trip due to a Force Majeure event, you will receive either:

- a credit equal to payments received by us for the cancelled travel arrangements, redeemable within 12 months against any travel services offered by us; or
- a refund attributable to the cancelled travel arrangements less: (i) unrecoverable third party costs and other expenses incurred or payable by us for the cancelled travel arrangements; (ii) overhead charges incurred by us relative to the price of the cancelled travel arrangements; and (iii) fair compensation for work undertaken by us in relation to

the cancelled travel arrangements until the time of cancellation and in connection with the processing of any refund.

If we cancel your trip for reasons other than a Force Majeure event, you will receive a full refund.

Final Payment Policy

No Credit Account: All fees must be paid in full to Deanes Coaches Group no later than 7 days prior to the scheduled travel date. For these bookings, a credit card pre-authorisation for a bond may be required. In such cases, a pre-authorisation form will be provided approximately 3 weeks prior to travel, and a hold will be placed on the nominated card 2 to 5 days before the travel date.

With Credit Account: Customers with a credit account will be issued an invoice, and payment must be received in full by the specified due date.

Payment may be made by credit card or direct deposit.

**Please note that all card payments will incur a 1.99% merchant fee*

Transport/Transfer

Should the transport/transfer be missed for any reason, it is the customer's responsibility to make their way to the necessary destination. No refund will be provided where the transport/transfer remains unused.

Food & Beverage Consumption in Vehicle

Food & Beverages must not be consumed on any vehicle.

Damage to Vehicle

You are responsible for any charges for damage to a vehicle arising from your booking. The driver of the vehicle has the discretion to stop the vehicle and disembark passengers engaging in unacceptable or unruly behaviour.

Smoking/Vaping

Smoking/Vaping is not permitted by law on any vehicle supplied by Deanes Coaches Group.

Cleaning

Should the vehicle be excessively soiled (ie, bodily fluids, food or drinks spilt on seats or flooring, rest room soiling, etc.) during the charter, Deanes Coaches Group reserves the right to charge a cleaning fee of \$220 (inc. GST).

Entertainment

Our coaches are equipped with various passenger entertainment systems such as radio, CD, Bluetooth streaming, DVD players etc. Deanes Coaches Group is not responsible for providing content to operate these entertainment systems. The hirer will provide all entertainment content and ensure it complies with appropriate viewer/listener classifications and group viewing laws.

Third-Party Terms and Conditions

In addition to the terms outlined above, you acknowledge and agree that we may rely on third-party suppliers, vendors, and service providers to deliver the service. As such, you understand and accept that our services may be subject to the terms, conditions, limitations, and policies imposed by these third parties.

By using Deanes Coaches Group's services, you agree to comply with any applicable third-party terms and conditions.

We do not control and are not responsible for the content, terms, or performance of third-party providers. Any changes, disruptions, or limitations imposed by these third parties may impact your use of our services, and we will not be held liable for such impacts.