



Bus & Coach Charter Terms & Conditions

Effective 6 October 2026 · Supersedes all previous versions

Thank you for choosing **Deanes Coaches Group**. Please read these Terms & Conditions carefully so you understand your rights and obligations when you book a charter with us. In these terms, "we", "us" and "our" means Deanes Coaches Group Pty Ltd, and "you" means the person or organisation making the booking.

Key information at a glance

QUOTES VALID

30 days from the date of the written quote

PAYMENT

Pre-paid: 7 days before travel
Credit account: by invoice due date

CARD PAYMENTS

Credit & debit cards accepted
– no card surcharge

FUEL SURCHARGE

May apply, based on BP diesel prices – see Section 5

AMENDMENTS

\$50 (inc. GST) per change after final details; none within 24 hrs

CLEANING FEE

\$300.00 (inc. GST) if a vehicle is excessively soiled

1 Acceptance of Terms

By accepting our quotation, you confirm your booking and agree to these Terms & Conditions. No deposit is required to secure your booking.

We may amend these Terms & Conditions from time to time. The version that applies to your booking is the version in force on the date your booking was made.

Nothing in these terms excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law that cannot lawfully be excluded.

2 Quotations & Pricing

Quotations are valid for 30 days from the date of the written quotation. Prices are current at the time of quotation and are subject to vehicle and driver availability at the time of booking.

All quoted prices are in Australian dollars and include GST. A fuel surcharge may be added to the quoted price, depending on diesel prices before travel (see Section 5).

Quotes are based on the itinerary, timings and passenger numbers you provide. Changes to any of these may change the price.

For operational reasons, the size or type of vehicle provided may differ from that shown on your quotation or booking confirmation. We will always provide enough seating for the number of passengers confirmed in your final details.

3 Tolls, Parking & Entry Fees

Tolls and airport parking fees are **not** included in the vehicle hire cost. Where your itinerary requires them, they are added to your booking as separate charges.

Tolls and parking charges are set by the relevant state and territory authorities and operators and may change.

National Park entry fees are not included in our coach rates. Where your itinerary includes a National Park and we incur entry costs, you must reimburse us for those fees. Alternatively, you may pay these fees directly on the day of entry.

Any new or increased government taxes, levies or third-party charges imposed on us after your booking is made (for example, new tollways, airport access fees or changes to GST) will be passed on at cost. We will notify you of any such change before your final invoice is issued.

4 Payment

Pre-paid bookings

Applies to all bookings where you do not hold a credit account with us. We will send your invoice, including any applicable fuel surcharge, approximately 2–3 weeks before travel. All amounts must be paid in full no later than 7 days before the scheduled travel date.

Late bookings: bookings made less than 7 days before travel must be paid in full at the time of booking (see also Section 6).

Non-payment: if full payment is not received by the due date, we may cancel your booking, and the cancellation fees in Section 7 will apply.

Security bond: we may require a credit card pre-authorisation of **\$300.00 (inc. GST)** as a bond to cover any charges arising during your charter, such as excess cleaning or damage to the vehicle (see Section 11). If so, we will send you a pre-authorisation form approximately 3 weeks before travel, and a hold will be placed on the nominated card 2 to 5 days before the travel date. The hold is released after your charter if no charges apply.

5 Fuel Surcharge

Fuel is one of our largest operating costs, and diesel prices can move significantly between the date of quotation and the date of travel. Our quoted prices are a **base price that does not include a fuel surcharge**. A surcharge may be added to your booking, depending on the price of diesel close to your travel date.

How it is calculated

- **Benchmark:** the average diesel price for the week, using BP Australia's published Terminal Gate Price (TGP) for diesel at its Sydney terminal. We buy our bulk fuel from BP, so this benchmark reflects what we actually pay.
- **Surcharge:** a percentage of the vehicle hire cost only, set by the price band in the table below. It is **not** applied to tolls, airport charges, parking, entry fees or other pass-through charges.

Average diesel price (per litre)	Fuel surcharge
Up to \$1.80	0%
\$1.81 – \$2.10	5%
\$2.11 – \$2.40	7%
\$2.41 – \$2.70	10%
\$2.71 – \$3.00	15%
Above \$3.00	20%

Credit account bookings

Your invoice, including any applicable fuel surcharge, will be issued on the day of travel, and payment must be received in full by the due date shown.

Payment methods

Payment may be made by credit card, debit card or direct deposit (EFT). No surcharge applies to card payments.

On your quotation

Your quotation will show the total price excluding any fuel surcharge, together with our Fuel Surcharge Guide (the table in this section), so you can see the rate that applies at current diesel prices.

Example: a quote includes \$2,000 for vehicle hire plus \$60 in tolls. When the surcharge is set, the average diesel price is \$2.25 per litre, which falls in the \$2.11 – \$2.40 band. A 7% surcharge applies to the vehicle hire only (\$140), so the total is \$2,200.

When it is applied

- **Pre-paid bookings:** the surcharge is set using the average diesel price at the time your invoice is issued, approximately 2–3 weeks before travel, and is included in your invoice total.
- **Credit account bookings:** the surcharge is set using the average diesel price in the week of travel, and is included on the invoice issued on the day of travel.

If diesel has fallen into a lower band by the time the surcharge is set, the lower rate applies.

Contract customers

Where you have a separate written agreement with us that includes a fuel adjustment or rise-and-fall clause, that clause applies instead of this section.

6 Final Details & Amendments

Final details

Approximately 3 weeks before travel, we will contact you to confirm the final details of your booking, including passenger numbers, pick-up and drop-off times and locations, your itinerary and an on-board contact person. We will re-check these details with you approximately 1 week before travel.

For bookings made less than 7 days before travel, all final details must be confirmed at the time of booking. Late bookings are not confirmed until all final details have been received and, for pre-paid bookings, full payment has been made.

Amendments

We will do our best 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, each subsequent change or addition will incur an amendment fee of **\$50 (inc. GST)** to cover communication and administration costs. You are also responsible for any additional costs imposed by our suppliers.

Amendments cannot be made within 24 hours of the scheduled departure time.

7 Cancellations by You

If you cancel your booking, the following cancellation fees apply, calculated on the total value of the booking:

Notice given before departure	Cancellation fee
More than 4 days (96 hours)	25%
Between 4 days and 24 hours	50%
Less than 24 hours	100%

Cancellations must be made in writing to **coaches@deanes.com.au**. In addition to our cancellation fee, you are responsible for any charges levied by suppliers in relation to the cancelled booking.

No-shows: if your group does not arrive at the scheduled pick-up time and location and has not cancelled in writing, the booking will be treated as cancelled with less than 24 hours' notice, and 100% of the booking value is payable.

8 Cancellation by Us & Breakdowns

We may cancel or reschedule a trip at any time before departure if, due to a Force Majeure event or other external circumstances (for example, driver illness or shortage), it is not viable for us to operate the planned itinerary.

Force Majeure means events beyond our control that could not reasonably have been prevented, including but not limited to:

- natural disasters (including flood, fire, earthquake and landslide), severe or adverse weather, and road closures;
- war, armed conflict, industrial dispute, civil unrest, terrorist activity, or the threat of such acts;
- epidemic or pandemic;
- any new law, regulation, order or direction, or change to an existing law, imposed by a government authority.

If we cancel your trip due to a Force Majeure event, you may choose either:

- a **credit** equal to the payments we received for the cancelled travel, redeemable within 12 months against any of our services; or
- a **refund** of the payments we received for the cancelled travel, less any unrecoverable third-party costs and reasonable expenses we have already incurred for your booking.

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

Breakdowns & substitute vehicles

If a vehicle breaks down or becomes unavailable before or during your charter, we will arrange a replacement vehicle as soon as reasonably practicable. We may also engage another accredited operator to provide a vehicle and driver for all or part of your booking, and these Terms & Conditions continue to apply.

9 Delays, Extensions & Driver Hours

You are responsible for charges for any additional time if your booking does not run to schedule. This includes extending the duration of your booking by choice, and delays arising from late flights, traffic or passengers.

Our drivers must comply with fatigue management and work-and-rest laws. Your itinerary must allow for required rest breaks. If a requested extension or itinerary would exceed the hours a driver can legally work, we may need to change the itinerary, provide a relief driver (at additional cost) or decline the extension.

For extended or overnight charters, driver accommodation and meals may be charged in addition, as set out in your quotation.

10 Missed Transport/Transfers

If a transport or transfer service is missed for any reason, it is the passenger's responsibility to make their own way to the destination. No refund is provided for any transport or transfer service that is not used.

11 Damage & Cleaning

You are responsible for the cost of any damage to a vehicle caused by passengers on your booking. Where a security bond is held (see Section 4), these costs and any cleaning fee may be charged against it.

If a vehicle is excessively soiled during the charter (for example, bodily fluids, food or drink spilt on seats or flooring, or restroom soiling), we may charge a cleaning fee of **\$300.00 (inc. GST)**.

12 Luggage & Lost Property

Luggage and personal belongings are carried at the owner's risk. Please let us know when booking if your group will be carrying large or unusual items so we can allocate a suitable vehicle. Lost property found on our vehicles will be held at our depot in line with NSW and ACT requirements. Perishable items may be disposed of immediately, and unclaimed items may be disposed of after 3 months.

13 Onboard Entertainment

Our coaches are fitted with a range of entertainment systems, which may include radio, Bluetooth streaming, USB and DVD playback, depending on the vehicle. We do not provide entertainment content. You are responsible for supplying any content and ensuring it complies with the appropriate classification and public-viewing laws.

14 Third-Party Suppliers

We may rely on third-party suppliers and service providers to deliver parts of your booking. Those services may be subject to the supplier's own terms, conditions and policies, and you agree to comply with any that apply. We do not control, and are not responsible for, changes, disruptions or limitations imposed by third parties, except to the extent required by law.

15 Privacy & CCTV

We collect and use personal information to provide and manage your booking and to send you information about our services, in accordance with the *Privacy Act 1988* (Cth). You can unsubscribe from our marketing emails at any time. Our vehicles may be fitted with CCTV and telematics systems for the safety and security of passengers and drivers.

16 Passenger Code of Conduct

The safety and comfort of passengers and our drivers is our first priority. By travelling with us, all passengers agree to the following.

Safety on board

- **Seatbelts** must be worn at all times where fitted. Any fines for not wearing a seatbelt are the passenger's responsibility.
- Remain seated while the vehicle is moving, and keep aisles and exits clear of bags and other items.
- Do not distract or interfere with the driver while the vehicle is moving.
- Do not put heads, arms or objects out of windows, or throw anything from the vehicle.
- Emergency exits, hammers and safety equipment must only be used in an emergency.
- Feet must be kept off seats, and passengers must not stand on seats.

Respect & behaviour

- Treat the driver and other passengers with courtesy and respect. Abusive, threatening, discriminatory or harassing behaviour towards our drivers or anyone on board will not be tolerated.
- Keep noise to a reasonable level. Use headphones for personal devices.
- Follow the reasonable directions of the driver at all times.
- Take all rubbish and personal belongings with you when leaving the vehicle.

Prohibited on board

- **Smoking and vaping**, which are prohibited by law on all of our vehicles, and spitting.
- **Food and drink**, unless we have approved this in writing before travel. Drinking water is permitted.
- **Alcohol**. We have a zero-alcohol policy: alcohol must not be brought on board or consumed on any vehicle. Passengers who are intoxicated may be refused travel.
- Illegal drugs, weapons, and flammable or hazardous goods.
- **Animals**, with the exception of registered assistance animals.

Group organiser responsibilities

The person or organisation making the booking is responsible for making sure all passengers are aware of this code of conduct, and for the behaviour of passengers in their group. Children must be supervised by a responsible adult from the group at all times.

Breaches

If passengers behave in an unsafe or unacceptable way, the driver may stop the vehicle, require those passengers to leave the vehicle, or end the charter. No refund will be given in these circumstances, and any resulting costs (including damage and cleaning) are payable by you. Serious incidents may be reported to police.

Deanes Coaches Group Pty Ltd · ABN 77 003 532 483
Head Office: 8 Sawmill Circuit, Hume ACT 2620
Cooma Depot: 3 Geebung Street, Polo Flat NSW 2630
Sydney Depot: 1-3 Everley Street, Auburn NSW 2144
NSW Bus Operator Accreditation No. 43219
ACT Bus Operator Accreditation No. ACTBS101TC

Phone 1800 317 000
Email coaches@deanes.com.au
Web deanes.com.au

Tours · Travel · Charter · Express