



Charter Services Terms and Conditions

The Following Terms and Conditions are deemed to be the basis of our agreement to provide charter services to the hirer as requested and will become effective upon Sawtell Coaches issuing confirmation to the hirer.

Administration

Quoting and Final Confirmation

Providing a quotation for a charter in no way obligates Sawtell Coaches to carry out the charter. A booking with Sawtell Coaches is only deemed to be confirmed once a confirmation has been received by the client/hirer.

It is the hirer's responsibility to outline their specific requirements at the time of booking. Sawtell Coaches provides a Final Charter Confirmation and itinerary to the hirer which describes the charter in full. Sawtell Coaches will only take responsibility for what is specifically listed on the itinerary in the Final Confirmation. If last minute changes are required, and these are possible, they may incur an additional charge.

Cancellation Fees

Cancellation fees do not apply for cancellations made 7 or more days prior to the charter. Charters cancelled at short notice (i.e. less than 24 hours prior to the departure time) may be subject to a cancellation charge of up to 50% of the charter fee. This will be at the discretion of Sawtell Coaches.

Safety Issues

Routes, Roads, Traffic Conditions and Travel Speed

Sawtell Coaches takes no responsibility for traffic conditions or delays experienced owing to bad weather, accidents, road works or road closures etc. Final departure time is the decision of the hirer and Sawtell Coaches cannot take responsibility for delays due to adverse traffic conditions. Sawtell Coaches usually recommends that hirers allow extra time for their journey to allow for such circumstances.

Poorly maintained roads, access points and driveways limit the access of our vehicles. Safe pick-up and set-down points must be agreed to by the driver and although every effort will be made to accommodate the hirer's requests, the driver's decision will be binding. As

customers have no responsibility for exterior accident damage or mechanical damage to the vehicle they are not authorised to make decisions which may place the vehicle in danger of sustaining damage.

Buses must not transverse an area of flooding, they may only travel on a sealed or suitability maintained gravel surface to avoid loss of traction and bogging.

If a particular route is required for your charter, please discuss this with Sawtell Coaches before departing so that we can research the suitability of special routes. Buses are generally not permitted on light traffic roads and must respect the heavy vehicle load limits, which means that certain streets and driveways cannot be used.

Buses are speed limited by law to 100 km per hour for safety reasons. Sawtell Coaches generally do not travel above 80 km per hour (speed limit permitting) and therefore, we need to be aware of any specific speed requirements prior to the charter.

Duty of care

The driver's duty of care does not extend to taking responsibility for passengers (especially schoolchildren) when there is no teacher present. Late, lost or missing children, sick or injured children are the responsibility of the hirer.

Passengers are requested to stand well clear of the vehicle when outside the bus at all times for their personal safety. Passengers are not permitted to pass any items through the windows and are required to keep wholly inside the bus at all times.

Bus Controls

The operation of the bus and its controls is entirely the responsibility of the driver. This extends to the opening and closing of bus roof hatches as they can be easily damaged if operated by untrained persons.

Seatbelts (where fitted)

Passengers are requested to keep their seatbelts, (if available) fastened during the entire journey, unless they hold exemptions from RTA. Any such exemptions should be made known to the driver. For their own safety, passengers should remain seated for the duration of the journey until the bus comes to a complete stop. Should any seatbelt be found to be defective during the journey please notify the driver and if possible, move to an alternative seat.

Special Requirements, Medical conditions, Allergies, Phobias etc.

Customers must advise Sawtell Coaches in advance of any special requirements i.e. disabled or infirmed

persons, passengers with special needs, a requirement for vegetarian meals, disclosure of any medical allergies, phobias or conditions that may affect safe travel, or the travel of fellow passengers etc. Medical kits are provided on most vehicles however Sawtell Coaches staff and drivers cannot provide medical advice as to their use and offer no warranty on the items contained therein.

General

Baggage Allowance and Luggage

Special luggage requirements must be discussed with Sawtell Coaches prior to the charter being booked. Unless otherwise arranged, passenger hand luggage is restricted to a weight of 7kg per adult passenger. Sawtell Coaches takes no responsibility for the safe carriage of luggage. Large items of luggage (e.g. canoes) may not be accommodated.

Mobile Phone Contact

Sawtell Coaches can offer the mobile phone number of drivers to customers for emergency contact during a charter. No guarantee is given that the driver will be contactable by mobile at all times, and no responsibility is taken for the coverage of the mobile phone provider's network.

Air Conditioning (where fitted)

Sawtell Coaches fits the latest technology air conditioning equipment to its vehicles and maintains it to the manufacturer's specifications. Please note that bus air conditioning equipment produces varying temperatures inside the same bus. This can mean that the personal comfort zone temperature for each passenger may not be ideal at all times and in every seating position.

DVD/CD/VCR Entertainment (where fitted)

Public displaying of DVD/CD/VCR entertainment can only be permitted if appropriate licensing arrangements have been made in advance. We cannot guarantee the availability of movie selections as this is subject to licensing and hiring availability on the day.

GPS and CCTV (where fitted)

Sawtell Coaches take seriously the safety and security of services provided. For this reason, Sawtell Coaches have fitted most buses with GPS tracking, this shows the location, direction of travel and speed of the bus.

Sawtell Coaches have also fitted to most buses CCTV surveillance, with cameras recording both inside and outside the bus, these are regularly checked and referred to following an incident, complaint or damage to the bus. By entering passengers accept that they are

being monitored and that a recording may be used in any legal action or provided to Police if requested.

Passengers' Responsibilities

Lost Property and Passengers' Property

Whilst all reasonable care is taken to secure passengers' property during and after a charter, it is ultimately the responsibility of the owner. Sawtell Coaches does not take any responsibility for the safe keeping or safe transport of passengers' luggage, sporting equipment, etc. in the case of lost property; it is the responsibility of the owner to reimburse Sawtell Coaches for the cost of arranging its return.

Smoking and Prohibited Items

Smoking is not permitted by regulations. Items which may pose a danger to passenger safety must not be carried e.g. explosives or highly flammable substances, knives, spray paint, capsicum spray, silly string, illegal drugs, needles etc. the driver has the right to confiscate any material which he/she considers unsuitable and may at his/her discretion return it to the passenger at the completion of the charter. Metal studded footwear is not permitted under any circumstances. Animals and items which may injure or offend other passengers are not permitted on the bus.

Food and Drink

Food and drink (other than water) are not to be consumed on the bus, without prior consent, unless medically required by diabetic passengers. The consumption of chewing gum, ice creams and alcohol are completely banned. If arrangements are made to permit snacks on longer journeys, care must be taken as additional cleaning charges may be incurred.

Sunscreen and Insect Repellent, Clothing and Footwear

The fabric on our bus seats is designed for maximum passenger comfort but can easily be damaged by chemicals. Passengers are requested not to apply sunscreen, oils or insect repellent etc before travelling on the bus.

Passengers must also wear suitable attire. Stains or marks from muddy, sandy or wet clothing may result in an additional cleaning charge. During wet weather, raincoats and umbrellas must be left on the floor, or in the aisle way, or a receptacle provided by the driver.

We hope you enjoy your trip.

For any other queries please contact

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