

KING WARD COACH LINES
TERMS & CONDITIONS

As of October 30, 2017

QUOTATION ACCEPTANCE FORMS should be carefully reviewed by the chartering party. **Acceptance forms must be signed and returned to KWCL** promptly to hold the chartered vehicle.

PRICES are based on itinerary information provided by the chartering party at the time the price is requested. Should the actual itinerary vary significantly from the above, our price is subject to change accordingly, at the discretion of KWCL. Any time, in excess of ½ hour, added to an itinerary on the day of, or during, a trip will be charged at the rate of \$100/hour (in increments of one hour). **All prices are subject to change** if factors beyond our control significantly affect operating costs.

DEPOSIT AND BALANCE DUE DATES are specified on this Confirmation. Deposits or balances not received on time may cause this charter order to be cancelled without additional notice.

CANCELLATIONS must be received, **and acknowledged**, by KWCL staff 30 days prior to departure to ensure a full refund.

REFUNDS no refunds will be made on deposits or balances for trips cancelled less than 30 days prior to their departure.

LATE FEES Please remit payment to KWCL by the “payment due” date. Any balance due that is not received by 30 days after the payment due date will be assessed a 1.5% late fee, per month, until the balance is paid.

RETURN TIMES are critical and must be adhered to in order to avoid conflict with Federal Regulations on allowable driver time on duty, subsequent driver and vehicle scheduling and any resultant additional charges.

DAMAGE AND/OR EXCESSIVE CLEANING is the responsibility of the chartering party and will be billed accordingly. Alcoholic beverages onboard the bus require prior approval from the KWCL office and a minimum \$200 Security Deposit one week prior to departure.

NO SMOKING is allowed on our vehicles at any time. This includes the smoking of e-cigarettes.

LEASED EQUIPMENT from other motorcoach operators is sometimes necessary to meet our commitments. KWCL reserves the right to lease equipment from other companies in order to fulfill this agreement.

LOST ITEMS which **may, or may not**, have been left onboard our vehicle are not the responsibility of KWCL. As a courtesy, any items turned into Lost & Found will be kept for a maximum of 30 days. If a customer requests the item(s) be shipped to them, they must pre-pay estimated shipping charges. All unclaimed items will be disposed of after 30 days.

DELAYS caused by weather, traffic or unforeseeable mechanical problems shall not constitute a liability against KWCL.

DIRECTIONS/LOCATIONS It is the responsibility of the chartering party to provide KWCL accurate and sufficient addresses for all pickup points, destinations and drop off points. In a case where an actual street address is not available, the chartering party must provide written directions. In addition, the chartering party may request desired routing **but KWCL retains sole authority for selecting routing** via roads and highways suitable for the operation of our vehicles, as well as the safety and comfort of our passengers.

AFTER-HOURS CHANGES Changes to itineraries and trip details should be made during KWCL’s regular office hours. Changes and adjustments made outside of regular office hours will be subject to availability of a KWCL staff member to make said changes and will result in additional charges.

DRIVER REQUESTS are fulfilled whenever possible but KWCL cannot guarantee the assignment of same.

DRIVER GRATUITIES are not included in the price of this charter. Any gratuity is at the option of the group.

INFANTS are allowed onboard but: 1) It is possible child safety seats may not be able to be secured to the coach seat. This will depend on the actual vehicle and the size/style of the child safety seat. 2) Infants count toward total passenger count on vehicle. The rated passenger capacity of the vehicle may not be exceeded for any reason.

COMPLAINTS: The worst complaints are the ones we never get or receive too late to correct the problem in a timely manner. The best complaint is the one we get as the problem is happening. If the problem is a serious and/or safety related matter, call us from the bus – immediately (see phone# on front).