

## McHARRY'S BUSLINES CHARTER TERMS AND CONDITIONS

### Introduction

This document is designed to assist good customer relations by ensuring that expectations are clear for charter customers about cancellation costs, and other terms and conditions upon engaging our services.

### Booking Amendments & Cancellations

The following table shows booking changes or cancellation costs for situations **within** the customer's control. Please note, items considered outside the control of the customer such as weather events, government imposed guidelines, medical events, traffic accidents and road closures, failure of venues to release customers on time etc. **would not** incur cancellation costs

SCENARIO	CHARGE
<b>Local Charter (pickup or travel within Geelong suburbs)</b>	
Cancelled day of booking and within control of customer	1 way fee per bus not required.
Multiple bus bookings for school events days (5 or more buses)	Leeway of 1 bus cancelled for up to 14 bus booking, then leeway of 2 buses for 15+ bus booking. 1 way fee per bus not required.
Significant changes to multiple shuttle bookings eg. school to pool	\$150 per booking for each significant change.
Late return impacting subsequent school run (within customer control)	1 Bus out fee per bus involved.
<b>Charter Beyond Geelong (pickup or travel outside of Geelong suburbs)</b>	
Cancelled day of booking and within control of customer	1 Bus out fee per bus involved + any Km's
Significant changes to multiple shuttle bookings eg. school to pool	\$150 per booking for each significant change.
Late return impacting subsequent school run (within customer control)	1 Bus out fee per bus involved.

## **McHARRY'S BUSLINES CHARTER TERMS AND CONDITIONS (Cont.)**

### **Booking Amendments & Cancellations**

- Bookings made within the local Geelong area may be cancelled up until the business day before the charter with no cost.
- The notice of cancellation must be provided to McHarry's in writing
- McHarry's, at its discretion may waive or reduce cancellation charges due to circumstances beyond the hirer's reasonable control.
- McHarry's reserves the right to charge up to 100% of the total booking fee in order to cover costs incurred.
- Any charter booked by us with a third-party supplier will incur the cancellation or amendment charges as per the third-party terms and conditions policy.
- Any change to times or itinerary may result in extra charges due additional time or Km's involved.

### **Passenger & Hirer responsibilities**

- For all bookings made without an account, full payment will be required one week prior to charter.
- With account bookings, full payment is required 30 days from date of invoice
- Damage caused to vehicles by customers during a charter will be the responsibility of the hirer. McHarry's reserve the right to charge for the cost of damage repairs.
- If additional cleaning is required due to customer behaviour, McHarry's will charge a fee of \$150 to cover cleaning costs required.
- The hirer and customers will follow the legal requirements prohibiting smoking, vaping and the consumption of alcohol on board a McHarry's bus.
- Passengers are required to use seatbelts if fitted
- Hirers and passengers are to follow directions by our driver or company representative to ensure the safety of all passengers and the punctual running of the charter as booked.