

CHARTER TERMS AND CONDITIONS

Quinces, Buswest, South West Coach Lines, ATG Downunder, Mandurah Bus Charters, Carnarvon Bus Charters, Fortesque Bus Charters, Mt Barker Bus Services, Gannaways Charters and Tours all operate under the conditions set-out below by parent company Australian Transit Group.

QUOTATION

1. Verbal quotes are only regarded as an estimate of the cost of the charter.
2. Australian Transit Group will not be bound by any verbal quote given by its employees.
3. Written quotes are based on details provided and altered if the itinerary changes. (I.e. additional passengers, distance, time, trips, locations etc.).
4. All charters are subject to availability.
5. Quotations are valid for 30 days from date of quotation.

CONFIRMATION

1. Charter requests are only confirmed when hirer responds affirmatively to a written quote by Australian Transit Group or by submitting an online Booking Form.
2. By responding affirmatively to a written quote or by submitting an online Booking Form, you are also accepting these terms and conditions of charter/hire.
3. Written confirmation is required. Telephone or verbal confirmations will not be accepted.
4. Australian Transit Group will provide written confirmation of your booking. It is your responsibility to advise ATG of any errors or omissions in the booking confirmation.

CONDITIONS

1. All charters on a Public Holiday will incur a 30% surcharge.
2. All charters operating outside normal business hours require contact details for the charter organiser, hirer or delegated contact.
3. Charter requests for companies or businesses must be authorised by a delegated person and be allocated a purchase order number (if required).
4. Australian Transit Group reserves the right to charge the hirer an additional fee for a departure which varies from the agreed time (as per MOVEMENT DETAILS/BOOKING CONFIRMATION).
5. The Hirer acknowledges that no alcohol is to be taken a board or consumed on Australian Transit Group vehicles.
6. Australian Transit Group reserves the right to charge hirers for any damage inflicted on a coach by the hirer or persons in their party.
7. Australian Transit Group reserves the right to charge the hirer a minimum fee of \$200.00 for cleaning of the coach if the coach returns in a state of unserviceability for the next charter.
8. Images of vehicles on websites or other promotional materials are representative only.

LIQUOR LICENSING AND NON-SMOKING

Breaches of liquor licensing laws incur hefty fines. For this reason and for safety, we do not permit alcohol in the cabin. All Bottles, glasses and eskies etc are to be stowed in the luggage bins.

Accordingly, Australian government regulations prohibit the use of tobacco and e-cigarettes on all our services and within 10 metres of our vehicles and premises.

LUGGAGE AND LOST PROPERTY

1. General charter services allow for carry-on baggage only. If extra luggage space is required, please request it at the time of booking.
2. Carry-on baggage is not to exceed 10 kilograms and should fit in the overhead or under-seat compartments. Personal items should be kept with you throughout your trip, so it's up to you to keep it safe (this includes taking your belongings with you when you step off the bus for a rest break).
3. All belongings must be securely packed in rigid, enclosed containers.
4. For safety reasons; larger, heavier bags, eskies and the like, must be stored in the undercarriage luggage space or trailer.
5. Some compensation may be available for items lost or damaged in the baggage hold, however, it is unlikely to cover the costs of your property and therefore any valuables should adequately insured by passengers and be kept within carry-on baggage.
6. Although every effort will be taken to return any lost property, ATG can't accept any responsibility for any carry-on baggage that gets lost or damaged.
7. For lost property please contact Quinces on 03 8506 2700 or info@quinces.com.au

ITINERARY CHANGES

All itinerary changes must be made in writing to the office and may incur an additional fee.

Please note changes to bookings may not be accommodated if less than three working days' notice is given.

CANCELLATION FEES

More than 24 Hours Notice	Up to 50% of Charter cost may be charged
More than 48 hours Notice	No charge unless advised at time of booking
Same Day Cancellation	Up to 100% of charter cost may be charged
Fail to Load	Up to 100% of charter cost may be charged

PAYMENT AND ACCOUNTS

Australian Transit Group requires payment in advance for all charters unless the hirer has an established credit account with Australian Transit Group.

Payments can be made by company cheque, direct debit or credit card.

To apply for a credit account with ATG, [please complete our Customer Credit Application Form](#) and send to bookings@buswest.com.au.