



**STANDARD TERMS & CONDITIONS**  
**FOR PERIOD 1<sup>ST</sup> January to 31<sup>ST</sup> December 2018**

Your booking is accepted subject to the following terms and conditions as amended.

**Quotation;**

Prices are based on current rates. All quotes provided by Palmer's Coaches Pty Ltd are subject to change if any variation is made once quote is confirmed. Quotes are valid for 30 days and may vary after this time if any individual costs increase.

**Amendments;**

Once a booking has been confirmed any amendments made may incur reasonable additional charges and or fees. Changes to bookings are subject to availability, we will make every effort to supply a vehicle to accommodate the changes.

**Extensions/Changes to Booking on the Day;**

Any variations to the journey on the day of booking may incur reasonable additional charges and fees. Changes are subject to availability, we will make every effort to supply a vehicle to accommodate the changes.

**Cancellations;**

In the event you need to cancel your charter booking with Palmer's Coaches Pty Ltd the following cancellation fees may apply:

- ❖ 48 hours or more prior to 9:00am on day of travel: No Charge
- ❖ 24 - 48 hours prior to 9:00am on day of travel: 50% of booking cost
- ❖ Less than 24 hours' notice prior to 9:00am on day of travel including a no show: 75% of booking cost.

**Damage to Vehicle;**

If there is any damage or unreasonable soiling caused to the vehicle as a direct result of your booking, Palmer's Coaches Pty Ltd reserve the right to recover all reasonable costs to repair or clean the vehicle. This includes but is not limited to damage to interior of vehicle, seats, windows, electrical equipment, emergency exits etc.

**Additional Charges after Completion of Bookings;**

In accordance with the above, any reasonable additional charges notified to you after travel are due in full to Palmer's Coaches Pty Ltd. These may include but are not limited to extra kilometres, changes to itinerary, damages, additional cleaning fees etc. All additional charges will be advised to you by email or phone after completion of your charter and arrangements will then be made for payment (cheque or direct transfer).

Revision History					
<b>Document Ref:</b>	Standard Terms & Conditions for Schools and Colleges PCHSE-087/2	<b>Revision:</b>	02	<b>Approval Date:</b>	04/01/2017
<b>Document Owner:</b>	Palmer's Coaches – Safety & Compliance Manager	<b>Approved by:</b>	Palmer's Coaches – Managing Director		
This document cannot be modified without the approval of the Palmer's Coaches – Safety & Compliance Manager					

**POLICIES**

**Chain of Responsibility & Fatigue Management;**

Under compliance and enforcement provisions, everyone in the supply chain has a general duty to ensure breaches of road transport laws do not occur. All parties need to make sure that their action or inaction does not contribute to or encourage breaches of road transport laws. If a party's actions, inactions or demands cause or contribute to road safety breaches they can be held legally accountable.

Put simply: influence = responsibility = legal liability.

Requested time schedules do not breach driver Fatigue Management and or speeding legislation.

Provide accommodation for drivers if required trip times do not permit the driver/s to return to base within their legal driving hours.

**Seat Belts;**

All our vehicles are fitted with Seat Belts for your safety. State and Federal laws require Seat Belts to be worn while the vehicle is in motion, any infringements or fines are the responsibility of the passenger.

**Luggage;**

**LUGGAGE:** Palmer's Coaches Pty Ltd restricts all passengers to two suitcases/bags for carriage in the luggage compartment. No bag is to exceed 20kg in weight. No dangerous goods or chemicals permitted. The driver has the right to refuse luggage if not within these guidelines. One small carry-on bag is also permitted on the bus.

**EXCESS LUGGAGE:** Subject to load, additional bags and luggage can be carried for a fee. Please remember that all extra items are subject to space available on the service, standard passenger luggage does take priority.

**Freight:**

Palmer's Coaches Pty Ltd is not a common carrier.

We allow a limited amount of freight in our luggage areas with prior approval from Management. Please remember that all freight items are subject to space available on the service, passenger luggage does take priority.

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**Note; NO DANGEROUS GOODS OR CHEMICALS WILL BE CARRIED;**

- Maximum weight of individual parcels NOT to exceed 20 kilograms
- Dangerous goods are not to be accepted (e.g.: gas bottles, flammable items, corrosives, pressure packs, dry ice, etc.)
- All goods carried are at the consigners risk (freight is NOT insured)
- Freight is not to be unloaded unless a receiver is present
- Destination label is to be attach to each and every parcel
- Items over the value of \$500.00 are not to be carried unless the consigner holds their own insurance policy for these items

**Smoking;**

NO SMOKING is permitted on any of our vehicles it is against State and Federal law to smoke in a Public Transport Vehicle).

**Alcohol and Drugs;**

No Alcohol or illegal drugs are permitted on any of our vehicles. Palmers Coaches Pty Ltd reserves the right to refuse entry to our vehicles or have any person removed from the vehicle for any breach of this policy.

**Food and Drinks;**

Hot food and hot drinks are not to be consumed on the vehicle, no glass is permitted on the vehicle, no open top drinks are permitted, and all other drinks must be plastic and have a screw top lid.

**General Safety;**

Passengers are not permitted to place any part of their body outside the vehicle whilst the vehicle is in motion.

Palmer's Coaches Pty Ltd reserves the right to terminate a charter if any actions are deemed threatening, unsafe or dangerous to other passengers, the driver or the vehicle.

The Driver is authorised to contact the charter organiser to report any unruly behaviour, the driver is also authorised to stop the charter if necessary and have the teacher/s deal with the student/s at the time and will not continue until such time the driver is satisfied the behaviour has been dealt with accordingly.

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**Other Vehicles / Contractors;**

Due to any unforeseen circumstances, Palmer's Coaches Pty Ltd reserves the right to provide an alternate vehicle/s than quoted of at least the same passenger capacity or larger (at no extra cost).

Palmer's Coaches Pty Ltd reserves the right to outsource Charter Coach Work. This will not result in any changes to quote.

**Lost Property;**

All lost property will be returned to Palmer's Coaches Pty Ltd Depot. Please contact us on Ph: 07 4627 1294 if you have lost any of your property.

*We hope you enjoy your trip with Palmer's Coaches Pty Ltd.*

**CONFIRMATION AND ACCEPTANCE:**

Please sign and date below;

Return by email to [charters@palmerscoaches.com.au](mailto:charters@palmerscoaches.com.au)

This is confirmation that all scheduled times and details are correct, and acceptance of the quote or charter or service, and that your company and passenger accept travel protocols will be followed at all times.

This form is to be signed and returned to Palmer's Coaches before the trip departs, it will be kept on file for the period of January to December 2018.

We will confirm full passenger numbers no later than 24 hours prior to departure.

I accept all terms and conditions on behalf of the company

**Company name:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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