



TERMS & CONDITIONS

CANCELLATION

Reservations made at the time of booking should be advised with the highest level of accuracy. All amendments based on flight time changes, delays or cancellations will be accepted if outside of your control. If there are flight changes or cancellations, it is your responsibility to advise Palmer's Coaches with the most amount of notice. Notice of changes or cancellations of your flight details must be made to Palmers Coaches as soon as confirmed by airlines or booking agents to avoid penalties. If you cancel a reservation any time prior to the departure of your transfer/charter the following cancellation fees will apply:

- * Full refund if written notice 48 hours or more prior to the departure date.
- * Within 48 - 24 hour prior to the departure date will incur up to 50% cancellation fee.
- * Within 24 hour prior to the departure date will incur up to 100% cancellation fee

**** Where extensive changes are required to your booking less than 24hours notice, an administration fee may be charged ****

KEY CONTACTS

For any changes to your charter or transfer including cancellations please contact our offices:

- ❖ **Miles: 07 4627 1294; Burleigh Heads: 07 5522 0028**
- ❖ **After hours:** email our Operations unit on operations@palmerscoaches.com.au

VEHICLE CHANGES

Due to any unforeseen circumstances, Palmer's Coaches Pty Ltd reserves the right to provide an alternative vehicle/s other than that quoted and/or advertised to meet passenger capacity (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 agreed price.

MINIMUM NUMBERS

Palmer's Coaches operates on a minimum number of passengers per tour, transfer or charter. Not all advertised tours, transfers or charters are guaranteed unless stated. In the event that minimum numbers are not met, Palmer's Coaches has the right to cancel and issue full refund to client, or alternative transport such as smaller coach/bus may be used.

DAMAGE TO VEHICLE

Any damage or unreasonable soiling to the property of Palmers Coaches throughout the duration of your usage of our services, Palmer's Coaches reserve the right to recover all reasonable costs to repair or clean to original standard. This includes but is not limited to the damage/soiling of the exterior and 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 within 14 Days of notice. These may include but are not limited to extra kilometres, changes to itinerary, damages, additional cleaning fees, waiting 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 (credit card or direct transfer). Flight expenses if more than allowance made in original quote.

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.

Requested time schedules may not breach driver Fatigue Management and/or speeding legislation. Provision of accommodation for the driver if required itinerary does not permit the return to base within legal driving hours.

SEAT BELTS

Our vehicles are fitted with Seat Belts for your safety. Australian State and Federal law requires Seat Belts to be worn while the vehicle is in motion, any infringements or fines are the responsibility of the passenger.

EXCLUSION OF LIABILITY – FORCE MAJEURE

We do not accept liability for any loss, damage or expense resulting from war or terrorist activities threatened or actual, riot or civil unrest, industrial action threatened or actual, weather conditions, fire, flood, drought, closures, unforeseen alterations to public transport schedules, rescheduling of aircraft or boats, epidemic or outbreaks of illness or any other event outside our control which either delays or extends or reduces the trip, or compels a change in the trip arrangements after departure ("Force Majeure").

CHANGES TO ITINERARY

Palmer's Coaches reserves the right to alter or omit any part of the itinerary or change the reservation, features and/or means of conveyance without notice. Palmer's Coaches reserves the right to cancel the tour should it not reach minimum numbers or for incidents outside of the control of the Company. Clients will be notified prior to departure should this occur.

LUGGAGE

Palmer's Coaches restricts all passengers to two suitcases/bags for carriage in the luggage compartment. No bag is to exceed 23kg 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 note that all extra items are subject to space available on the service, standard passenger luggage will take priority. It is the responsibility of the passenger or booking agent to advise if large items, golf clubs or surf boards, prams or baby capsules are being carried prior to booking date.

INSURANCE

We strongly recommend that you take out travel insurance to cover against illness or accident, cancellation or loss of luggage, etc. Palmer's Coaches accepts no liability for lost items.

HEALTH AND SPECIAL REQUIREMENT

If you have a medical condition or require special arrangements that may affect your transportation, we ask that you inform us in writing at the time of booking. If we cannot reasonably accommodate your particular needs we may decline the booking or ask for you to be accompanied by a person who is able to provide full assistance to you throughout your trip.

YOUR LIABILITY TO US

You will not be permitted to embark or continue on the trip if your mental or physical condition is, in the reasonable opinion of any representative of Palmer's Coaches, such as to render you incapable of caring for yourself, or where you become objectionable to other passengers, or you become a hazard to yourself or other passengers. We will not be responsible for expenses resulting in you being precluded from completing the trip for any reason, nor will we refund you any part of your trip cost. In all cases we will notify you of the reasons why we have taken this action. We will have no obligation to arrange for your return to the point of the trip departure if your condition manifests itself after the trip departure. You agree to indemnify us in full against all losses (direct and indirect and howsoever caused) arising from any third-party actions taken against us for loss or damage caused by you or arising from your participation on the trip. This includes intoxication or aggressive behaviour towards other passengers or Palmer's Coaches staff.

SMOKING

Palmer's Coaches enforces a non-smoking policy whilst on board all of our coaches as per Australian Smoking Laws.

ALCOHOL & DRUGS

Illegal drugs are not permitted on any of our vehicles. Palmers Coaches reserves the right to refuse entry to our vehicles or have any person removed from the vehicle for any breach of this policy.

FOOD & 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.

PUBLISHING CONSENT

You acknowledge and agree that future Palmer's Coaches advertising and publicity material may include statements made by passengers, or their photographs, and you consent to such use of your comments or photographic/video likeness.

LOST PROPERTY

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

CONFIRMATION AND ACCEPTANCE:

In acceptance of the above terms and conditions please sign and date below, scan and return to reservations@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. Acceptance of these terms and conditions is required prior to travel being permitted with Palmer's Coaches.

Company name: _____

Name: _____

Position: _____

Signature: _____ Date: _____