Mt Gravatt
SINCE 1915
Coach & Travel
Pty Ltd
ABN 81052452025





Phone: (07) 3808 7800
Fax: (07) 3808 7844
Email: info@mtgcoach.com.au
PO Box 712, Rochedale South Qld 4123

TERMS AND CONDITIONS OF BUSINESS
PRIVATE CHARTERS INCLUDING SENIORS

By confirming your booking with Mt Gravatt Coach & Travel (OA: 900 261 908), you accept the following terms and conditions will apply:

QUOTATIONS AND CONFIRMATIONS

- All quotations and Confirmations provided by Mt Gravatt Coach & Travel are based on the original information as supplied. Once booking details are confirmed any variations to the original quotations or confirmation details may incur additional costs.
- Quotations are valid for 28 days from date of quotation and will need to be requoted after this period.
- When a booking has been confirmed, any amendments to the booking on the day of the charter may incur additional charges and fees.

PRICING AND PAYMENT

Below are the following methods of payment accepted by Mt Gravatt Coach & Travel:

- **Direct Debit** – Payments can be made directly into our account prior to the booking date or as organised with Mt Gravatt Coach & Travel. Bank details will be provided on our invoice.
- **Business Cheques and Personal Cheques** – Cheques are accepted. If you choose to pay by Cheque, the payment must be received 5 working days prior to charter and must be processed and cleared before charter date.
- **Cash to Driver** – Cash can be paid on the day to the driver and prior to the charter commencing.

CANCELLATION NOTIFICATION AND FEES

- No charge applies when cancellations are advised at least 24 hours prior to collection time via phone and email. Please note that all cancellations must be made directly to a Mt Gravatt Coach & Travel staff member.
- 50% of the quoted amount as per the booking may be invoiced if the booking is cancelled within 12 hours of the collection time on a weekday. Full quoted amount may be invoiced if a weekend booking is cancelled less than twelve hours prior to collection time. Cancellation must be notified via phone and email.
- If our Coaches or Buses are onsite at the pickup location, and are not required (and have not been cancelled prior) the full amount may be invoiced as per the booking.
- In addition to the above cancellation fees, any associated costs may be added to your invoice. These costs may include, but are not limited to, catering, accommodation and venue fees or barge fees, which were required to secure your booking.

LATE RETURN FEES

- Late Return fees may apply in the event that a chartered bus departs later than the time specified by the booking party.
  - **If the bus departs 15 minutes after the confirmed return time a late fee of $55 including GST may apply.**
  - **A further fee of $55 including GST may apply for every 15 minute increment (or part there of) thereafter. (This will increase for weekend Charters and Public Holidays.)**

Dependable, Friendly, Personal Service, Competitive Rates

Mt Gravatt Coach & Travel Booking Terms and Conditions ©2016

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DAMAGE TO THE VEHICLE

- As a direct result of your booking, if there is any damage or unreasonable soiling caused to the vehicle Mt Gravatt Coach & Travel will invoice for all costs to repair and/or clean the vehicle.

LOST PROPERTY

- All lost property will be returned to our depot and registered in our Lost and Found Register. Please contact the office regarding any lost property during our office hours, 8am – 5 pm Monday to Friday, on (07) 3808 7800.

SUB CONTRACTORS

- Mt Gravatt Coach & Travel reserves the right to sub contract a booking due to vehicle availability on the day. This will **not** result in an increase in the agreed price.

BUS POLICIES

- No smoking is permitted on any of our vehicles at any time or within 5m of the bus or coach entrance door(s).
- Food and drink are not to be consumed on the vehicle. Alcohol is not permitted on board at any time.
- Seat belts must be worn on vehicles which are equipped with belts.
- All passengers must remain seated while the vehicle is moving except when travelling on a non belted bus where standing is permitted if there are no seats available.
- Passengers are not permitted to place any part of their body outside the vehicle whilst the vehicle is moving.
- If the planned timings of the charter are disrupted for any reason beyond the control of Mt Gravatt Coach & Travel (e.g. mechanical failure, road, traffic, weather conditions), the Company will not be held responsible for any losses.
- Mt Gravatt Coach & Travel reserves the right to terminate a charter if any actions are deemed threatening and/or unsafe to the driver or other passengers.

Under the Heavy Vehicle National Law (HVNL), any person or group hiring a Mt Gravatt Coach & Travel vehicle must comply with the below:

- To not, at any time or for any reason, request that a Mt Gravatt Coach & Travel driver exceed the speed limit or commit any other traffic offence.
- To not, at any time or for any reason, request that a Mt Gravatt Coach & Travel driver exceed their fatigue management guidelines.
- To not, at any time or for any reason, request to or knowingly overload a Mt Gravatt Coach & Travel bus or coach.

If you have any questions regarding our Terms and Conditions, please contact our admin office to discuss further on (07) 3808 7800.

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