

Oct. 5, 2012

## **United Coach Tours Terms and Conditions**

### **EQUIPMENT:**

United Coach Tours (UCT) operates a fleet of 24 to 36 passenger minibuses and 51 to 61 passenger deluxe motor coaches. All buses are equipped with plush reclining seats, large picture windows with safety-tinted glass, A/C, P/A system, DVD systems and luggage area. The larger coaches have a restroom and spacious cargo bins underneath the bus. The minibuses do not have a restroom. Additionally, UCT will not be held responsible for inoperable video/audio equipment.

### **BOOKING POLICY:**

Orders can be placed over the phone, by fax (650) 873-2682 or by email (info@unitedcoachtours.com). Customers will receive a trip confirmation as acknowledgement of their order. If you have not received a confirmation within 4 days of placing the order, please contact our office immediately to be sure we received your request.

### **PAYMENT POLICY:**

Full payment is due (2) weeks prior to the service date. For your convenience we accept cash, checks, VISA, MasterCard & American Express.

### **CANCELLATION & REFUND POLICY:**

The Chartering Party must notify UCT of cancellation via fax, phone or email. After payment there is a \$50 administrative fee if the cancellation is made fourteen (14) days or more prior to the Date of Service. Cancellations are subject to a cancellation fee calculated as a percentage of the total cost of Transportation Services under the Service Contract based on the number of days prior to the Date of Service that UCT receives notification thereof:

14 days or before charter date: 100% refund minus \$50 administrative fee

8 to 13 days before charter date: 30 % cancellation fee

4 to 7 days before charter date: 50 % cancellation fee

0 to 3 days before charter date: 100% cancellation fee.

### **ADDITIONAL CHARGES:**

When, at the request of the Chartering Party, any change in service resulting additional miles or hours to that specified on the charter service order produced, an additional charge shall be made for such additional service. Where alcohol is involved, an alcohol fee is required. Alcohol and other security deposits are subject to vary. Tolls, highway fees, parking fees, entrance fees, etc. will be separate and additional elements in the determination of any additional charges. UCT will notify the Chartering Party of any additional charges that may be expected to be incurred at the time of the original order. Any additional fees unforeseen prior to the departure of the charter are the responsibility of the Chartering Party.

### **BAGGAGE:**

The Chartering Party assumes full responsibility for the suitability and integrity of any baggage, parcels or other property intended to be transported in the baggage compartment of the Equipment. UCT shall not be held liable for damages to baggage and parcels, or the contents carried therein. Baggage and all other personal property will be handled only at passengers' own risk. Passengers' baggage shall be carried subject to the available accommodations provided by interior and/or exterior racks.

### **LOST AND FOUND:**

UCT is not responsible for any lost items or items left on the bus. The chartering party should check for any items left on the vehicle before exiting. If UCT finds an item at conclusion of trip, we bring it to the UCT Lost and Found.

### **OBJECTIONABLE PERSON:**

UCT and its service providers reserve the right to refuse to transport persons under the influence of intoxicating liquor or drugs, or who are, or are likely to become, objectionable to other persons or if the driver feels threatened in any way.

### **CONDUCT OF PASSENGERS:**

Passengers shall not obstruct with the Operator in the discharge of his/her duty or tamper with any apparatus or appliance on the bus.

### **ARRIVAL TIMES:**

The time of arrival at starting point, stop-over point, destination, or return to point of origin cannot be guaranteed. The Operators are pre-selected and have instructions to drive at all times in compliance to all governing laws. Unusual road, traffic and weather conditions are beyond the control of UCT and the Operator, and delays occasioned by same will not be the responsibility of UCT or the Operator. Late arrivals due to these and other occurrences out of the control of the Operator are not grounds for cancellation of the charter.

Please initial: \_\_\_\_\_

**DRIVER ROOM:**

Group and/or booking agent are responsible for securing and paying for the driver’s lodging on any overnight charter. (1) room per driver. Room must be within (5) miles of where the group is staying. Additional charges may apply if the driver’s room is further than (5) miles away. Rooms must be of average quality, include private restroom, and are subject to the approval of UCT.

**VANDALISM AND DAMAGE:**

Vandalism and Damage to UCT's proprietary equipment is subject to full reimbursement by the customer if the customer is found at fault.

**CLEANING DEPOSIT:**

A cleaning deposit of \$150.00 may be required on any charter service where food/beverage will be served on the vehicle. This deposit may be held on any major credit card and will not be billed unless the vehicle requires anything more than normal cleaning upon return. It is the chartering party’s responsibility to notify UCT in advance that there will be food / beverage brought on board the coach and to find out what is acceptable/not acceptable. No glass containers or kegs are allowed on the coach at any time. No ice chests, trash cans, or other objects may be placed in the aisle while the coach is in motion. All drinks must be placed in a regular ice chest that does not leak and placed in a seat that has been properly protected. The space taken up by the ice chest must be figured into the total passenger count. There is no smoking allowed on any UCT vehicle at any time.

**UNUSUAL CLEANING:**

In the event that the charter trip's activities require greater than normal amount of time and material necessary to clean bus properly upon its return to garage, UCT at its option, may require additional cost to cover such additional time and materials, up to a maximum of \$500.

**UNFORSEEABLE EVENTS:**

UCT shall not be liable for any failure or delay in performing their obligations under the Service Contract, and shall not be deemed in breach of its obligations there under, if such failure or delay is due to Acts of God, natural disasters, national, state or local states of emergency, acts of war or terrorism, labor strike or lock-out, or other industrial or transportation accident caused by any third party, any violation of law, regulation or ordinance by any third party or any other cause not within the control of UCT.

**ADA / SPAB NOTICE:**

Any group that requires a SPAB Certified bus & driver is requested to inform UCT prior to the time of reservation. We currently do not have ADA compliant buses.

**PROHIBITED ITEMS:**

The following items and activities are prohibited without consent of UCT: (i.) Decorations; (ii.) Glass containers; (iii.) Golf shoes or other shoes with spikes; (iv.) FUEL CONTAINERS OF ANY KIND (PROPANE, WHITE GAS, KEROSENE, etc.); (v.) Generators. No tap beer is allowed on any bus. NO SMOKING IS ALLOWED ON THE BUS.

**ALCOHOL:**

Alcoholic Beverages are allowed with prior consent from UCT with an additional fee. All persons to be over age 21. If there is vomiting on the bus or general messy circumstances, a \$150 or more cleaning fee will be applied per incident.

**EMERGENCY CONTACT INFORMATION:**

A UCT representative is available (24) hours/day for emergencies by calling 415-816-1833. Our office hours are 9:00am to 6:00pm Monday through Friday.

I have read and understand these Terms and Conditions.

\_\_\_\_\_

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

Company: \_\_\_\_\_

Date: \_\_\_\_\_

Invoice #: \_\_\_\_\_