

Terms and Conditions of Coach Hire

Booking Requirements

Please ensure that the quotation above is signed and returned to our office at your earliest convenience to ensure your booking is secured.

If your group has requested a per person rate, please be aware that is quote has been calculated on the minimum number of passengers as stated above. If your numbers change please notify our office so we can adjust our quote accordingly. Your final numbers are required 7 days prior to tour departure. It is the responsibility of the group to contact Kangaroo Bus Lines with final numbers at this time so that we can finalise catering orders and venue payments.

All bookings are subject to availability at the time of booking. Please note that any changes made after booking may incur an administration charge, and you should therefore ensure all details are correct before returning the signed quote acceptance.

Invoicing Information

For Groups with an approved Trading Account:

Payment is required in full by the due date set out on the invoice.

For Groups without a Trading Account:

Payment is required in full 7 days prior to the charter.

Please note that the bus will not leave the depot on the day of your charter unless payment has been made.

A tax invoice for the total amount will be issued with a due date prior to the charter. Payment is accepted by cash, cheque, most credit cards, EFTPOS, BPAY and direct electronic funds transfer. We also accept payment by credit card over the phone. If making payment by direct electronic funds transfer, a remittance advice must be provided.

If you wish to apply for a Trading Account application, please contact the office on 1300 287 525

Bond

A **\$250.00** bond will be deducted from the nominated credit card in addition to full payment prior to the charter. This bond will be refunded in full if the coach is left in a clean condition. Should the coach be returned in a soiled condition the \$250.00 will become non-refundable and charged as a cleaning fee. Kangaroo Bus Lines reserves the right to refuse travel to any persons deemed intoxicated. No alcohol is to be consumed on board the vehicle.



Cancellation Notification and Fees

- No charge applies when cancellations have been advised in writing one business day prior to departure date;
- 50 % of the quoted amount as per the booking will be invoiced if the booking is cancelled within one business day of the departure date.
- If coaches/buses arrive at the pickup location/boarding point and are not required (have not been cancelled) the full amount will be invoiced as per the booking.

For customers who have requested a tour package (venues and accommodation paid on their behalf) please be aware in the event of a venue increasing their costs or your requirements for the tour change, Kangaroo Bus Lines reserves the right to re-quote.

Deposits may be required to secure venue bookings including meals, attractions and accommodation.

Please note: A \$250.00 cleaning fee will apply should the bus be left in a soiled condition.

If you have any questions or require further information, please do not hesitate to contact our friendly Sales Team on Ph: 1300 287 525 or E: charters@kangaroobuslines.com.au