



## BOOKING TERMS AND CONDITIONS

### SCHOOL CHARTER SERVICES

#### Requesting a quote:

- Submit a quote request with Kangaroo Bus Lines via fax, email, website enquiry or phone to obtain a copy of our writable PDF quote request form:  
Ph: 1300 287 525  
Fax: 1300 525 329  
Email: [charters@kangaroobuslines.com.au](mailto:charters@kangaroobuslines.com.au)  
Web: [www.kangaroobuslines.com.au](http://www.kangaroobuslines.com.au)
- Provide full details including contact information, dates, times, pick up points, destination/s (full addresses preferred) and drop off points etc.
- Once all details have been provided you will receive a copy of the quote either by fax or email within 24-48 business hours. Quotes for Extended or Multi Day Charters may take a little longer though we will endeavour to have these to you in a timely manner.

#### Booking:

- Once you have received your quote, please ensure all details including dates & times are correct. If you wish to accept our quote please sign, select an option (if applicable) and either fax or email back to the office.  
Fax: 1300 525 329  
Email: [charters@kangaroobuslines.com.au](mailto:charters@kangaroobuslines.com.au)
- Once the signed quote has been received by our office, you will receive a booking confirmation via fax or email. If you have not received a booking confirmation within 48 business hours, please call the office and to obtain a copy for your records.
- By signing and returning the Kangaroo Bus Lines 'Quote' the signatory will be entering into an agreement on behalf of the specified school/group/company with Kangaroo Bus Lines for hire of the vehicle and associated services for charter on the dates specified on the booking confirmation. The signatory will also be accountable for the cancellation policy. Please refer to our cancellation policy.

#### Booking Amendments:

- Should you need to make changes to a confirmed booking please send full details through to our Sales team in writing via fax or email. Upon receipt of the changes a revised quote will be issued by our office. To accept the revised quote please sign, select an option (if applicable) and either fax or email back to the office.
- Once the revised signed quote has been received by our office, you will receive an amended booking confirmation via fax or email. Again, if you have not received a booking confirmation within 48 business hours, please call the office and to obtain a copy for your records.



**Cancellations:**

- All cancellations must be advised in writing via fax or email – please refer to our cancellation policy for further details.

If at any time you find these Terms and Conditions unsuitable please contact our Sales office to discuss alternative arrangements.

**Effective 1<sup>st</sup> July 2015**