

BOOKING TERMS AND CONDITIONS

SCHOOL CHARTER SERVICES

1. Quotation

- To obtain an official Quote with Kangaroo Bus Lines, submit a quote request form via email or website enquiry and include full details including contact information, dates, times and destinations.
- Quotes are based on provided details and may be altered if changes are made to the itinerary.
- Once all details have been provided, you will receive an official quote by email within 24-48 business hours. Quotes for Extended or Multi Day Charters may take longer though we will endeavor to have these to you in a timely manner.
- Quotations are valid for 30 days from date of quotation and are subject to availability.

2. Booking Confirmation

- Should you wish to accept our quote, select the quoted option (if applicable), sign and return the quote via email.
- Quote requests are only confirmed once a booking confirmation has been returned to the applicant via email. If you do not receive a booking confirmation within 48 business hours, please contact our office.
- By confirming a Kangaroo Bus Lines Quote, the signatory is accepting these terms and conditions and is entering into an agreement on behalf of the school for hire of allocated vehicles and associated services specified on the booking confirmation and.
- The signatory will be accountable for any change requests or cancellations. Please refer to our Cancellation Policy for further details.

3. Itinerary Amendments & Changes

- Should you need to make changes to a quote or booking confirmation, send full details through to our office via email and a revised quote will be issued accordingly.

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- To accept the revisions, please select an option (if applicable), sign and return the document via email and our team will contact you with the relevant documentation.
- If you do not receive an updated quote or booking confirmation within 48 business hours, please contact our Client Relations team. Standard hours of business are 8:00am – 4:30pm Monday to Friday (closed weekends).

4. Late Return Fees

Kangaroo Bus Lines reserves the right to charge late return fees in the event a chartered bus departs a location later than the agreed time allocated on the booking confirmation, which has been approved by the School / College.

- Should you leave your venue/destination late, KBL will be charging **\$120.00 plus GST** per hour. A client relations team member will contact you in the following days to discuss additional charges.
- **NO LATE** fee will apply for accidents that are out of the School / College groups control.

Any late return fees incurred will be notified to the school in writing via email following the charter and will appear as a line item on the final invoice issued to the school.

5. Cleaning / Repair Fee

- Kangaroo Bus Lines reserves the right to charge a minimum \$250.00 cleaning fee should a chartered vehicle be left in a soiled condition or damage inflicted by passengers.

6. Cancellations

- All cancellations must be advised in writing via email. Please refer to our Cancellation Policy for further details.

If at any time you find these Terms and Conditions unsuitable, please contact our Client Relations team to discuss alternative arrangements.

Effective 31 July 2021

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