

# Standard Terms & Conditions

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By signing this agreement you acknowledge to be bound by the terms and conditions detailed in this document.

Please take a few moments to familiarise yourself with its contents.

## QUOTATION

Quotations are based on current rates. All quotes provided by Mount Isa Coaches or Cloncurry Coaches, are valid for 30 days from date of issue and are subject to amendment if any variation to the original quotation is made by the client once the quote has been issued.

## CONFIRMATION

To secure your reservation with Mount Isa Coaches or Cloncurry Coaches we ask that you make a 20% deposit when you confirm your travel plans with final payment required 10 days prior to departure for reservations greater than two nights away, and 4 days prior for all other reservations. Credit card details and in some cases pre-authorisation is required for all reservations notwithstanding the original form of payment.

## AMENDMENTS

Upon confirmation of your reservation any amendments made prior to commencement may attract additional charges. Alterations to reservations are subject to availability at the time of change. As your business is important to us we will make every endeavour to accommodate your requests.

## AMENDMENTS en ROUTE

Any amendments to your journey once travel has commenced will incur additional charges. Changes to your travel plans and availability of the coach and driver are subject to the *Heavy Vehicle National Law Act 2012 Maximum Work Requirements* and as such we may not be able to accommodate your request. We will however make every effort to ensure your travel plans and any amendments are fulfilled to the best of our ability.

## AIRPORT PICK UP

Airport pick up's include our personalised meet and greet service unless otherwise stated. Included in our service is forty minutes complimentary waiting time for arriving aircraft. Our office comprehensively monitors flight arrival times however, should your arriving flight be delayed more than forty

minutes without advice to our office we will charge additional waiting time for the applicable vehicle hired in quarter hour increments.

## CANCELLATIONS

We understand that circumstances change therefore we have implemented a broad cancellation policy In the event that you need to withdraw your reservation with Mount Isa Coaches or Cloncurry Coaches.

### **Cancellation conditions:**

- No penalty if cancelled 72 hours or more prior to day of departure.
- Forfeiture of 50% of amount paid if cancelled less than 72 hours but more than 48 hours prior to 9:00am on day of travel.
- Forfeiture of 100% if cancelled less than 48 hours prior to the day of travel.

## DAMAGE

Mount Isa Coaches and Cloncurry Coaches reserve the right to recover all reasonable costs associated with repair to any damage whether intentional or not. Damage may constitute but not limited to seats, seat belts, windows, electrical equipment, toilets, video monitors, vents, curtains and tampering with emergency exits as well as unreasonable soiling including the need for supplementary cleaning in excess of standard requirements that is caused to the vehicle during your hire.

## POLICY AND PROCEDURES

### **Chain of Responsibility**

All parties associated with the hire of public passenger transport have a duty of care to ensure breaches of road transport laws do not occur. All parties must ensure that their actions do not constitute a breach of the *Heavy Vehicle National Law Act 2012* or that their inaction can contribute to a breach. All parties are legally held responsible for the safe passage and operation of the vehicle.

### **Fatigue Management**

The hirer must not encourage or prevent the driver from taking their mandatory rest breaks as prescribed by law.

The hirer must provide adequate accommodation for drivers if the required driving schedule does not permit the drivers to return to base within their legally prescribed driving hours.

### **Smoking**

In accordance with State and Federal government legislation smoking is not permitted on any Mount Isa Coaches or Cloncurry Coaches vehicle including the use of electronic cigarettes.

## Alcohol and Drugs

The consumption of alcohol or illicit drugs is not permitted under any circumstances on any vehicle and will be strictly enforced. Passengers that are suspected to be intoxicated or under the influence of illicit drugs will be denied travel or removed from our vehicle without regress.

## Seat Belts

With your safety in mind, all our vehicles are fitted with lap-sash seat belts. Federal and State legislation require all passengers to ensure their seat belts are fastened while the vehicle is in motion. Passengers are responsible for fines or infringement notices issued by the relevant authority for any non-compliance.

## Luggage

Mount Isa Coaches and Cloncurry Coaches restricts passenger baggage to one suitcase weighing no more than 23 kg's and one piece of small hand luggage which is permitted on the coach.

**Dangerous Goods** – are not to be carried on the coach under any circumstances, this includes as part of your passenger baggage. If you are unsure please ask.

Our coach drivers have the right to refuse any luggage for carriage without explanation

## Food and Drinks

Food and beverages and any glass receptacles are not permitted on board any of our vehicles. Our exception is non-alcoholic beverages contained in plastic screw top bottles which are permitted on board.

## Right of Refusal

Drivers have the legal right to deny boarding to, or remove any passenger behaving in a way likely to endanger the safety of themselves, fellow passengers, the driver or the general public. Under such actions it is mandatory for the driver and/or Mount Isa Coaches and/or Cloncurry Coaches to notify the local authorities.

Mount Isa Coaches and Cloncurry Coaches reserve the right to immediately terminate its provision of service if any actions are deemed threatening, unsafe or dangerous to other passengers, the driver, vehicle or the general public. (Refunds will not be issued for terminated services)

## CONFIRMATION AND ACCEPTANCE

By signing below you confirm;

- That you accept the schedule as prescribed in our quotation;
- That the pick up/drop off times and addresses as specified within the quotation are correct;
- That you accept the conditions set out in this document;
- That you accept the quotation from Mount Isa Coaches or Cloncurry Coaches;
- That you will treat the quotation from Mount Isa Coaches or Cloncurry Coaches as commercial in confidence.

Please return an original signed copy of this document to;

**Mount Isa Coaches / Cloncurry Coaches  
PO Box 2650  
Mount Isa Qld 4825**

[sales@mountisacoaches.com.au](mailto:sales@mountisacoaches.com.au) or  
[sales@cloncurrycoaches.com.au](mailto:sales@cloncurrycoaches.com.au)

or deliver the original to our office at the Airside Logistics building at Mount Isa Airport.

***I agree to supply a full passenger manifest no later than 24 hours prior to the day of departure.***

***I accept all terms and conditions on behalf of the company or organisation requesting services from Mount Isa Coaches or Cloncurry Coaches.***

<b>Quotation Number</b>	
<b>Company name</b>	
<b>Name of authorised representative</b>	
<b>Position within organisation</b>	
<b>Date</b>	
<b>Signature</b>	