

Personalized Coaches, Inc. Terms & Conditions

- 1) The U.S. Department of Transportation limits the number of hours a driver can be on duty. Drivers are not allowed to be on duty more than fifteen (15) hours, and drive no more than ten (10) hours. After these limits are met, the driver must be off duty for a minimum of eight (8) hours after 30 minute post trip and 30 minutes before pre trip inspection. If your itinerary requires travel beyond these limits, we will provide additional drivers for an additional fee. **The vehicle shall not be occupied by passengers during off duty periods**, which are sightseeing stops, meal stops, sporting events, and hotel stops.
- 2) Rates: The price quoted for your charter is based on the original information given to Personalized Coaches, Inc. office. The quote will include toll charges, but any parking, park entrance fees or ferry charges will be the responsibility of the group. Activities or any deviations not given to our office at the time of the quote, will result in additional charges. Personalized Coaches, Inc. will not put a "Hold" on equipment without a contract and deposit, unless you are a regular, billed customer. Our deposit is \$100.00 per coach or 5% of the total cost, whichever is greater.
- 3) Itineraries: Full itineraries with ALL activities, arrival and departure times, hotel information, and addresses must be in our office no later than 14 days prior to departure. This will give your driver time to plan his or her routing for each day.
- 4) Cancellation: Cancellation date is no later than 14 days prior to departure without penalty. If cancellation occurs 13 days to 48 hours prior to departure, a cancellation fee will apply. All cancellations must be in writing via email, mail or fax. You may also call our CHARTER DEPARTMENT to cancel your charter.
- 5) Payments: Personalized Coaches, Inc. accepts Cash, Money Order, Business and Personal Checks for payment of charter services. **Checks should be made out to "Personalized Coaches, Inc."** Please write the charter number on your check. We now accept Visa and Master Card for charter payments. However, there is a 3% processing fee to do so. This is what the credit card companies charge us.
- 6) Driver's Accommodations: It is the group's responsibility to reserve and pay the driver's room on overnight trips. If your charter requires more than one coach or driver, each driver MUST have his or her own room. The room should be at the same hotel as the group, if possible. The hotel should have suitable room to park the motorcoach. If the group is not staying in a hotel, or in any other case where the driver and group are not in the same place, Personalized Coaches, Inc. will make hotel arrangements for the driver at an additional cost.

- 7) Driver Gratuities: Gratuities for your driver are NOT included in the price of your charter. Gratuities are accepted and appreciated for a job well done. It is customary to tip your driver \$2.00 -\$3.00 per person, per day of your trip. **Gratuities should be paid in cash or check directly to the driver.**
- 8) Food & Drinks: We require that ALL drinks brought onboard have a screw-on type cap or a lid. Any food wrappers or trash associated with bringing food and drinks aboard must be disposed of in the proper receptacle. DAIRY PRODUCTS ARE NOT ALLOWED ON THE COACH!! This includes milk, milkshakes, ice cream, ice cream coffee drinks. If they are spilled in a seat, it leaves a sour milk smell that does not come out. Absolutely no gum, sunflower seeds or shelled peanuts are allowed on the motorcoach. Food & drinks on the coach is a privilege, and can be revoked by the driver if inappropriate behavior warrants such action.
- 9) Smoking & Alcohol: Smoking is not allowed on Personalized Coaches, Inc. motorcoaches. Alcohol is allowed in cans or plastic containers only. Glass bottles or kegs are NOT allowed on the motorcoach.
- 10) Chaperones: Student groups must provide a minimum of three (3) chaperones. They are to be seated in the front, middle and rear of the coach. Chaperones are responsible for the cleanliness and conduct of the students on the motorcoach. The motorcoach driver is NOT a chaperone. Students under the age of 18 are not allowed on the motorcoach without a chaperone.
- 11) Seating on the Motorcoach: Every person aboard the motorcoach must occupy a seat on the motorcoach. Standing in the aisle, or sitting on a stool or cooler in the aisle is NOT allowed. This is for the safety of all passengers.
- 12) Objectionable Persons: Personalized Coaches, Inc. reserves the right to refuse to transport persons under the influence of intoxicating drugs or liquor, or who are, or are likely to become, objectionable to other persons or if the driver feels threatened in any way.
- 13) Insurance: Personalized Coaches, Inc. carries \$5,000,000.00 in liability insurance, which is required by law. This covers passengers while onboard the motorcoach. If you would like a copy of our insurance certificate, please call our office, and we will have one sent to you from our insurance company.
- 14) Baggage: Baggage will be loaded and unloaded by the motorcoach driver. Please limit your baggage to 50 pounds or less. If you can't lift it, don't expect others to. Please don't open baggage doors on your own. This is the driver's responsibility.
- 15) Damage: Any damage done to the vehicle or its contents, above normal wear and tear, will be the financial responsibility of the chartering party. Repairs will be made, and you will be charged whatever the parts cost, plus labor to repair.

- 16) Liability: Personalized Coaches, Inc. will not be liable for delays caused by an act of God, public enemies, authority of law, quarantine, perils of navigation, riots, strikes, hazards or dangers incident to a state of war, accidents, mechanical breakdowns, poor weather conditions, poor road conditions, or conditions beyond its control, and does not guarantee to arrive or depart from any point at a specific time.
- 17) Equipment: It is the goal of Personalized Coaches, Inc. to meet the specific needs of our customers with the type of equipment they request. While we do everything in our power to meet these requests, Personalized Coaches, Inc. cannot guarantee any specific type of motorcoach or optional equipment. In some cases, it may become necessary for Personalized Coaches, Inc. to hire equipment from another carrier to fulfill its obligation. The substitute carrier will have the same level of performance and service that we would provide.
- 18) Responsibility: It is the group leader's responsibility to inform their guests to these policies. If the group is informed, then everyone is on the same page before the trip departs.

I have read and understand the terms set forth in this contract.

Signed _____

Date _____