



Charter Terms and Conditions

Burlington Trailways
P.O. Box 531
West Burlington, IA 52655
Tel: 319-753-2864
Fax: 319-753-2916

Thank you for choosing Burlington Trailways for your charter needs. This document contains all of the terms and conditions under which Burlington Trailways ("Company") agrees to furnish the designated service to you ("Customer"). This document, when signed by Customer, will constitute a legally binding contract; any change in the stated itinerary and/or contract price will not be binding upon the Company unless it is evidenced by another document in writing executed by a duly authorized officer of the Company.

The total contract price stated on the Acceptance is based upon the specific service requested by Customer. Customer is therefore encouraged to carefully read the entire contract document before signing. If any errors or omissions are discovered, return the contract unsigned; please make a notation of all errors or omissions either on this document or in a separate writing. If the Company agrees that this document contains any errors or omissions, a new contract will be prepared and furnished to Customer.

Please sign and return one copy each of the Acceptance form and Terms & Conditions, along with your deposit. Deposit of 10% of total trip cost or \$100, whichever is greater, is required within 14 days of reservation to guarantee the booking. Final payment must be received 30 days prior to charter departure. When booking a trip less than 30 days before departure, the trip will not be guaranteed until payment in full has been received by the company. In the absence of prior arrangements agreed upon by both parties, the Company reserves the right to cancel the charter agreement if required deposit and final payment are not received by the above-mentioned due dates; if applicable, a cancellation fee will be forfeited.

Changes: Once a signed Acceptance is on file, if Customer wants to make any changes to the final itinerary Customer must contact the Company as soon as possible, but not less than 14 days prior to charter departure. Changes requested less than 14 days prior to charter departure are not guaranteed. If the Company agrees to changes to the final itinerary and the changes result in either an increase or decrease in the stated contract price, a new confirmation will be sent.

The Company driver/host will be instructed to abide by the final itinerary, unless otherwise advised by the Company. Therefore, if after your trip commences, any member of the chartering party wants to make any change in the agreed itinerary, they must notify the driver/host at once and the driver/host will contact the Company. The Company shall have the absolute discretion and right to either agree, or decline, to make any requested changes. If the Company agrees to any requested change, the Customer's designated representative will be required to sign a change notation on the driver's charter order; any additional mileage or expenses incurred by the Company may be billed at prevailing tariff rates at the completion of the charter.

It is understood and agreed that the performance of the service detailed in this order is subject to tariff regulations and is contingent upon the carrier's ability to furnish the equipment and perform the service. Baggage and all other property will be handled only at passenger's own risk and only in an amount that can conveniently be carried in the motorcoach. Any damage to the vehicles, caused by the Customer, will be charged by the Company to the Customer.

Due to circumstances beyond Company control, Company may substitute equipment. The Company reserves the right to lease/charter equipment from other companies in order to fulfill this charter agreement.

Cancellation: The Company charter department must be notified of cancellation at least 30 days prior to charter departure in order to receive a refund. If a charter trip is cancelled 30 days or less in advance of departure date, a cancellation fee equal to 10% of the entire trip cost will be forfeited unless prior arrangements are made. The Company charter department can be contacted during business hours Monday – Thursday, 8:00 AM – 4:30 PM, and Friday, 8:00 AM – 4:00 PM, excluding holidays. Voicemails left for the Company charter department are not considered sufficient contact; you must speak to a representative. If emailing a cancellation request, you must have received a reply back from the Company charter department confirming the cancellation in order for the email to be considered sufficient notification. The Company has a 24/7 dispatch office; if outside charter business hours or if you cannot reach the charter department, please call 319-753-2864 x118.

Safety: The Customer agrees to respect Company professional motorcoach operator's decision regarding suspension of travel due to road conditions, equipment, and safety. If it is, in the opinion of the Company, inadvisable to operate motorcoaches either from the "Place of Origin" or any point en route, the Company shall not be liable therefore; the Company shall not be responsible for expenses including, but not limited to, meals and accommodations incurred by Customer when circumstances outside of Company control occur. Please be aware that motorcoaches cannot fit/maneuver in all places that are accessible by car. It is Customer responsibility to work with the Company charter department prior to departure to ensure all desired routes and/or stops are accessible by motorcoach. Motorcoaches should not travel on dirt roads, grass, etc. Any last-minute changes that are requested can be denied based upon condition of route and maneuverability of location. Weather, crowds, etc. can also affect the maneuverability of a location and should be researched as thoroughly as possible ahead of time.



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Federal regulations allow motorcoach operators to be on duty 15 hours per day, including a maximum of 10 hours driving. An operator must then have a minimum of 8 complete hours of undisturbed rest before coming back on duty.

Food & Beverage: With the exception of sunflower seeds, food and non-alcoholic drinks are allowed on the motorcoach. All food and beverages must be in non-breakable containers.

Alcohol: Alcohol is not allowed on the motorcoach unless prior arrangements are made with the Company and a \$200 security deposit has been paid. The security deposit will be refunded as long as there is no damage or extra cleaning required upon return.

Tobacco: The use of e-cigarettes and all tobacco products is strictly prohibited while on any Company motorcoach.

Personal Property: The Company shall not be liable for the loss of any items of personal property, or baggage, stored in either the overhead racks, inside the motorcoach, or the luggage compartments underneath the motorcoach. Your attention is specifically directed to the fact that the storage compartments located in the under portions of the motorcoach may not lock. Therefore, each member of the group shall be responsible for his/her own personal property and baggage if they choose to leave it on the motorcoach. Each person is responsible to make sure all of their personal property and baggage are accounted for at the end of each travel day and completion of the trip.

Amenities: All Company deluxe motorcoaches may come equipped with: DVD player, PA system, restroom, reclining seats, armrests, footrests, individual light & air control, air conditioning, tray tables, in-seat audio, 110V outlets, satellite TV, XM radio, WiFi, and seatbelts.

Agent: The Company acts only as an agent for the various independent suppliers that provide hotel accommodations, sightseeing, activities, or other services connected with this charter. Such services are subject to the terms and conditions of those suppliers. The Company and their respective employees, agents, representatives, and assigns accept no liability whatsoever for any injury, damage, loss, accident, delay, or any other incident which may be caused by the negligence, defect, default of any company or person in performing these services. All fines or fees imposed upon the Company due to the behavior and/or actions of participants within Customer's party will be the sole and full responsibility of the Customer.

Environmental Fee: This fee is to help recover the ever-increasing costs associated with current government regulations in order to remain environmentally responsible.

Fuel Surcharge: If the average cost of Low Sulfur Diesel for the Midwest (www.eia.gov/petroleum/gasdiesel) exceeds \$3.250 per gallon, a fuel charge of 1% for every 10 cents per gallon over the Midwest average will be added to your trip total. The sum of your fuel surcharge will be finalized the week of trip departure and is applicable to the total trip cost. **Please budget this possible increase into the cost of your trip.** Fuel Surcharge scales are evaluated quarterly.

Liability: If an Act of God, public enemies, authority of law, quarantine, perils of navigation, riots, strikes, the hazards or dangers incident to a state of war, accidents, bad conditions of the road, snow storms, and other conditions beyond its control, make it, in the opinion of the Company, inadvisable to operate either from the "Place of Origin" or any point en route, the Company shall not be liable therefore. See the Company "Inclement Weather Policy Regarding Charters" dated 1-16-19 for more information. Company shall not be liable for additional expenses incurred by Customer.

Severability: This Agreement shall be deemed severable, and the invalidity or unenforceability of any term or provision hereof shall not affect the validity or enforceability of this Agreement or of any other term or provision hereof. Furthermore, in lieu of any such invalid or unenforceable term or provision, the parties hereto intend that there shall be added as a part of this Agreement a provision as similar in terms to such invalid or unenforceable provision as may be possible and be valid and enforceable.

This contract shall be deemed to have been made in the State of Iowa, performed at Least in part herein, and its enforcement and interpretation shall be subject to its laws.

Itineraries and signed Acceptance Forms can also be sent via fax to: 319-753-2916. A fax is not deemed received until Customer receives receipt confirmation from Company.

Please refer to your charter ID number on all correspondence. Thank you and enjoy your trip!

I agree to the above Charter Terms and Conditions for all trips between _____ and _____ for _____

For dates _____ through _____, _____ representatives have permission to request itinerary changes through the Company's charter department. If a representative is otherwise not designated as having the authority to make changes, the group leader will be assigned this responsibility by default.

Customer Signature: _____

Date: _____