



Booking Terms & Conditions: Tour Coach Charter

Quotes:

These are made based on information provided by the customer at the time. If your itinerary changes either prior to travel or during the travel, the costs will increase accordingly.

Food & drinks on Coaches.

Food and drinks except bottled water are strictly forbidden on our coaches. Any spillage occurring resulting in cleaning will be charged to the organiser of your trip.

Driver meals and accommodation:

For every night away from Auckland, the customer is required to provide quiet motel standard accommodation with own bathroom/ toilet facilities. All breakfasts and dinners are to be provided also. In some cases customers may decide with prior arrangement to opt out, in these cases, a payment of \$175 will normally be required on top of any coach hire fees payable.

Payments:

Cash customers require a 50% deposit at time of booking. This is non refundable 7 days out from travel. Payment can be made by cash, direct bank transfer or cheque. The balance is payable on the first day of travel.

Refunds and Cancellations: (Excluding Special events)

- o 8 days or more from travel, full refund of all money paid.
- o 7 days or less from travel: 50% cancellation charges may apply if the coach cannot be re-booked over the same time.
- o 24 hours or less: Full loss of booking, 100% of the travel fee is payable.

On account customers are required to pay cancellation charges where applicable. All bookings are taken in accordance of these terms.

Special Events: including but not limited to

Rugby World Cup 9th September – 23rd October 2011

- o 25% payment must be received in order to secure your bookings. No reservations can be made with-out payment.
- o Cancellations 180 days prior will result in loss of deposit unless the coach can be re-hired for the same period of time. Cancellations more than 180 days prior will result in a \$100 administration charge be deducted.
- o Full payment must be received 90 days prior to your booking or the deposit will be forfeited and result in loss of booking.
- o All bookings require the customer to arrange suitable drivers accommodation when travelling away from Auckland.

School Bus Charters

If your travel is weather dependant, subject to minimum numbers of people etc, then tell us in advance. Bus charters cancelled 48 hours prior or on the day will require 50% payment.

Break down or delay:

In the unlikely event of a breakdown or accident occurring, Explorer Tours endeavour to arrange suitable transport as soon as possible. The transport may or may not be the same standard but is just a quick remedy to a unpleasant situation. A breakdown would be considered total immobility; this excludes tyre repairs which can be done often in less than an hour, wind screen breakage or air-conditioning failure or minor mechanical problems which can be fixed rapidly. Such matters are beyond our reasonable control so take no responsibility for delays or missed appointments.

Party Bus bookings: See your Party Bus hire contract