

## **CONTRACT ACCEPTANCE**

A written quotation does not guarantee availability. To reserve a vehicle, a charter contract must be issued by Thielen Coaches personal signed by client and returned us. Please double check accuracy of charter details and make corrections as required before returning.

## **CONFIRMATION**

Charters must be confirmed 7 days before departure. This includes confirming final pickup / drop-off locations, times, and vehicle requirements. If you will be unavailable by phone or email before travel, please contact us 7 days prior to confirm your charter. Please be prepared to provide the name and cell phone number of the primary onboard contact during trip. Confirmation ensures accurate scheduling and allows us time to prepare for your charter with final details.

## **PAYMENT**

We do not require a deposit or down payment for our charter service. Complete payment is due prior to date of the trip unless the customer is on our billing system.

## **PRICING**

Pricing is calculated per final itinerary, deviations from itinerary in mileage or driver labor hours may result in a difference in quoted price

## **CANCELLATION**

Cancellation of trip deadline is two weeks (14 Days) prior to trip date to avoid any cancellation charges. This policy does not include trips cancellations due to weather.

## **INSURANCE & W-9**

We carry a \$5 million liability insurance coverage to protect our guests, employees and the public. Contact us to request an insurance certificate or our corporation's W-9.

## **ITINERARY**

A complete and accurate final itinerary is due at least 7 days prior to departure. Final itinerary should include exact physical addresses and phone numbers for each stop, as well as all times.

## **DRIVER RESTRICTIONS**

By law, drivers may not drive more than 10 hours during any 15 hours on duty without an 8 hour off duty period. During off duty periods the coach shall not be occupied by passengers. If itinerary requires more than one driver, additional drivers may be employed onboard or exchanged en route for an additional charge.

## **DRIVER LODGING**

The group is usually responsible for individual hotel rooms for drivers on overnight trips. Overnight accommodations should be made at same hotel as charter group if possible (with motorcoach parking). If the group is not staying in a hotel, or in any other case where the group & driver are not in the same place for overnight stays, hotel rooms will be at the responsibility of Thielen Coaches at an additional charge unless indicated.

## **GRATUITY**

Customary gratuity ranges from \$1 to \$2 per person, per day. Gratuities were not included in charter price. By request, we can add gratuity on to charter total and will be passed in full to the coach operator or escort for your charter.

## **FOOD & DRINKS**

We request that all drinks brought on to our motor coaches be screw-top containers & food/snacks be dry-type. Please use the waste baskets provided in the coach for your garbage. Absolutely no gum or sun flower seeds are allowed on our motor coaches.

## **SMOKING & ALCOHOL**

At no time is smoking of any type permitted aboard any Thielen motor coach. A stop can be made as requested by group leader at any time for smoking. Alcohol is permitted on our motor coaches & may be subject to a fee of \$75 cleaning fee.

## **DAMAGE & CLEANING FEES**

Damages to coaches inflicted by charter group will be billed at book repair value to contracting group. Excessive cleaning required by irregular use of coach interiors will be billed up to an additional fee per vehicle cleaned. Contracting person is responsible to pay any damages.

## **LOST ITEMS**

Please make sure you have all of your items off of the coach at the end of your trip. Thielen Coaches is not responsible for any items left on the coach. Thielen Coaches does have a lost & found so just call our office. If we do recover your item we will be happy to ship it to you.

## **OVERALL COMMENTS**

Thielen Coaches will do everything we can to insure you that we will do our best to accommodate your group right down to the very last detail. This will make sure that when you do business with us, you will be doing it with style, class & luxury. We at Thielen Coaches want to make sure your travel experience is far past your expectations.