

The Beacon Bus Charter Quality Commitment

“The Beacon Bus” is a registered licensed bus operator under the business name of “Beacon Bus Tours and Charter”, with accredited crew to drive a commercial passenger vehicle. We are committed to the provision of excellent service and quality product in which consumer feedback an integral part. Our knowledgeable crew can assist you in the best selection of products to suit your budget and expectations.

BUS CHARTER INFORMATION & BOOKING CONDITIONS

Cancellations

If you wish to cancel or amend your reservation with Beacon Bus Tour and Charters, Queenscliff (“The Bus”) you must inform the office by telephone 03 5258 9424 between 8am – 7pm (7days). Beacon Bus Tour and Charters, Queenscliff has a strict 48 hour cancellation policy; if a booking is cancelled within 48 hours of pick up time, there is NO REFUND

Charges for extended charter time

For extended charter time outside you’re confirmed reservation the following rates would be charge to your secured credit card on file and subject to availability of the bus and driver at the time. Charges are as follows - Driver: @ \$44.00 per hour. Bus: @.70cents per kilometre including GST.

Consumption of Alcohol

‘The Bus’ is NOT a party bus. The consumption of alcohol is NOT permitted on the bus. Intoxicated and drunken behaviour will not be tolerated. Unruly passengers causing disturbance will be removed from the bus, no refunds will be given.

Dietary requirements

Where a tour includes meals we can accommodate most dietary requests please advise at the time booking your tour.

Exceptional & operational circumstances

In some circumstances following a natural disaster or political crisis or for operational reasons including insufficient passenger numbers, services such as wineries, restaurants may be cancelled at very short notice, up to several days prior to the date of service.

We stress that this occurs extremely rarely, however in such eventualities the bus will make every endeavour to offer substitute arrangements of a similar nature, standard, and cost.

If the arrangements offered are not acceptable to you, a full refund of the cancelled tour will be offered. Should the alternative arrangements you have accepted be at a higher cost than that originally charged, the additional cost will be charged by ‘The Bus’ to your account. Beacon Bus Tour and Charters, Queenscliff reserves the right to use alternate vehicles and operators. Beacon Bus Tour and Charters, Queenscliff reserves the right to alter any part of the itinerary without notice. Food and drinks

BYO food or drink is not allowed in the wineries.

To consume alcohol at the venues, passengers must be able to prove they are over 18 years of age.

Invoice Errors or Omissions

We reserve the right to correct any errors in rates quoted or calculated for any service, notwithstanding that the invoice may have been paid in full. All confirmed bookings are issued with an invoice detailing the services booked. If any service is still on request this will be indicated on the invoice.

Luggage Limit

Baggage limits are minimal, please notify in advance of your requirements. A luggage trailer is available upon request.

Payment Terms

Full payment is to be made by credit card or cash when making the booking to secure your reservation, irrespective of the status of the booking. Failure to pay may result in your booking being cancelled. Receipt of your payment signifies the acceptance of the costs of services provided, and the booking conditions contained herein.

Pick up and no shows

Passengers must be at the pick up destination on time. Beacon Bus Tour and Charters, Queenscliff must be notified of pick-up point 24 hours prior to departure. There is NO REFUND for passengers if pick-up location is changed and 'The Bus' is not notified. A fee will be charged if the finalised numbers of passengers fail to show.

Times are subject to change and will need to be confirmed one week prior to departure. Every endeavour will be made to pick up door to door. Time restrictions and the size of vehicle could prevent door to door pick up.

Property Damage

'The Bus' will not be held responsible for any damage caused intentionally or otherwise to people or property/venues and the passengers and / or organiser will be held liable to cover any additional costs incurred.

Pricing

All prices are in Australian dollars (A\$) including GST and are current as at the time of quoting (1 November 2012). Any increases in the price of services provided which are beyond the control of the bus including any fuel surcharges; we reserve the right to adjust package prices accordingly, at any time up until the delivery of service, irrespective of the reservation payment status. Acceptance of this arrangement is a condition of booking. Package prices which include flights are subject to change due to fluctuations in airline fees, fuel surcharges, taxes and other charges.

Tour Seat Rotation

For tours specific seat numbers are not allocated, as a seat rotation system ensures that all passengers enjoy forward and window seating.

Special requirements

Our buses are not equipped with appropriate 'child' restraints.

Share or Private Charter

Please request your preferred option at the time of booking, charges may vary in some cases where the 'private' option is chosen.

Smoking

Our Buses have a strict non-smoking policy whereby smoking is not permitted while on board the bus.

Special Requirements and Capability

Any special requirements must be notified to Beacon Bus Tour and Charter, Queenscliff at the time of the booking.

Many sites necessitate a reasonable amount of walking. While the walking is normally quite easy, if you are in any doubt about the nature of the sightseeing please ask your travel agent to consult with us.

Special requests, such as wheelchair access, must be made to us in writing and confirmed by us in writing in advance; otherwise any such requests cannot be guaranteed.

No passenger will be permitted to embark or continue on the tour while their mental or physical condition, in the opinion of any representative of 'The Bus' such as to render them incapable of caring for themselves, or whereby they become objectionable to other passengers, or they become a hazard to themselves or other passengers. 'The Bus' will not be responsible for expenses resulting in such persons being precluded from completing the tour for any such reason. It is also a requirement of 'The Bus' each passenger is able to negotiate steps without aid of crew and other passengers. Any passenger who requires assistance in this regard is required (by own arrangement and cost) to have a personal carer travelling.

Travel Insurance

Travel insurance is not included in any of the prices. We recommend that your guests purchase travel insurance at the time of booking to cover against loss of monies paid in the event of cancellation due to illness or other unforeseen circumstances.