

Buswest, South West Coach Lines, ATG Downunder, Gannaways Charters and Tours, and Quinces all operate under the conditions set out below by the parent company Australian Transit Group.

**QUOTATIONS**

1. Australian Transit Group will not be bound by any verbal quotations given by its employees.
2. Written quotations are based on details provided and may be altered if the itinerary changes. (i.e. additional passengers, distance, time, trips, locations etc.).
3. All charter bookings are subject to vehicle availability and prevailing road and environmental conditions. Any changes forced upon ATG will be communicated to the customer.
4. Quotations are valid for 30 days from date of quotation.
5. If the cost of providing the coach services materially increases between the date of quotation and the date of service delivery, due to circumstances beyond ATG's reasonable control, including but not limited to increases in fuel, wages, taxes, tolls or other operating costs, ATG reserves the right to apply a reasonable surcharge to the quoted price to ensure the ongoing viability of the services. ATG will provide notice of any such surcharge as soon as reasonably practicable.

**CONFIRMATION**

1. Charter requests are only confirmed upon acceptance of a written ATG quote or submission of an online Booking Form.
2. By accepting a written quote or submitting an online Booking Form, you agree to these Terms and Conditions.
3. Only written confirmations will be accepted. Telephone or verbal confirmations are not valid.

**CONDITIONS**

1. Unless expressly stated otherwise, our coach hire rates do not include food, drink, road tolls or entrance fees, all of which remain the responsibility of the customer.
2. All charters require contact details for the charter organiser, hirer or delegated contact.
3. ATG reserves the right to charge the hirer an additional fee for a departure which varies from the agreed times (as per Movement Details or Booking Confirmation)
4. All charters on public holidays will incur a 30% additional surcharge.
5. Charter requests for companies or businesses must be authorised by a delegated person and be allocated a purchase order number (if required).
6. ATG reserves the right to charge hirers for any damage inflicted on a coach by the hirer or persons in the travelling party.
7. ATG reserves the right to charge the hirer a minimum fee of \$300 should the coach's interior require professional cleaning due to the fault or behaviour of passengers. Replacement vehicle is subject to availability. If a replacement vehicle is required, the full charge applies for original coach plus the replacement coach.
8. Coach bookings over successive days does not guarantee the exclusive use of the coach over these days.
9. Meals and accommodation for a driver are may be required when traveling overnight or well outside of operating areas. ATG can provide this at an additional rate or alternatively, the tour group can organise this themselves.
10. For operational efficiency, ATG reserves the right to upgrade a booking to a larger vehicle at no additional cost to the customer.
11. Subject to seating availability, ATG reserves the right to use charters to transfer drivers to other locations.
12. ATG reserves the right, during periods of high demand, to subcontract transfers and charter services to reputable local coach operators to ensure service continuity and meet customer requirements.
13. ATG reserves the right to cancel tours due to extreme weather conditions. In such circumstances, ATG will not be liable for any costs incurred by the customer, except where a refund is applicable in accordance with the booking terms.
14. Travel on unsealed roads is subject to road and weather conditions and whilst guided by relevant road laws and rules. The final decision is determined by ATG.
15. Images of vehicles on websites or other promotional materials are representative only.

**LIQUOR LICENSING AND NON-SMOKING**

No alcohol is to be consumed on board the coach. Under relevant laws, fines may be incurred by the passengers, driver and ATG. For this reason, we do not permit alcohol in the cabin. All bottles, glasses and eskies are to be stowed in the luggage bins. Accordingly, Australian government regulations prohibit the use of tobacco and e-cigarettes on all our services and within 10 metres of our vehicles and premises.

**LUGGAGE AND LOST PROPERTY**

1. Our vehicles allow for one standard size piece of luggage and one standard size piece of hand luggage per person. Additional charges may apply if passengers' luggage exceeds this.
2. Carry-on baggage is not to exceed 10 kilograms and should fit in the overhead or under-seat compartments. Personal items should be kept with you throughout your touring, so it's up to you to keep it safe (this includes taking your belongings with you when you step off the bus for a rest break).
3. For safety reasons, large and heavy items must be stored in the undercarriage luggage compartment or trailer. Clothing and other loose items must be securely packed within suitcases, bags or similar containers and must not be transported separately or left unsecured.
4. Although every effort will be taken to return any lost property, ATG will not accept any responsibility for any items that remain left behind or are lost during the journey.
5. Any lost property claims should be made using the appropriate form: <http://buswest.com.au/lost-property/>

**ITINERARY CHANGES**

1. All itinerary changes must be submitted in writing prior to travel and may incur additional fees.
2. Substantial changes to a bookings or itinerary may not be accommodated if less than three (3) working days' notice is provided prior to the scheduled journey.
3. Any request by a tour leader to amend the pre-booked service in a manner that changes the scheduled time, distance, or agreed price must be communicated in writing by an authorised person and confirmed by ATG before the change is implemented.

**CANCELLATION FEES - GENERAL AND AD HOC CHARTER**

More than 24 Hours' Notice	No coach hire charge
Same Day Cancellation	100%
Fail to Load	100%
Group bookings that include entrance fees, meals and accommodation booked by ATG on your behalf will require 48 hours' notice to avoid any cancellation fee.	

**CANCELLATION FEES – WEDDINGS AND OTHER SUBSTANTIAL BOOKINGS**

< 6 Months	50%
< 3 Months	75%
< 30 Days or less	100%
Failure to load	100%

**DOWNSIZING OF BUS NUMBERS – WEDDINGS**

< 6 Months	50%
< 3 Months	75%
< 30 Days or less	100%
Failure to load	100%

**PAYMENT AND ACCOUNTS**

ATG requires payment in advance (at least 7 days prior) for all charters unless the hirer has an established credit account with ATG.

Payments can be made by company cheque, direct debit or credit card. To apply for a credit account with ATG, please complete our Customer Credit Application Form and send to [bookings@austransit.com.au](mailto:bookings@austransit.com.au)