Royal Coach Tours
Terms and Conditions

Equipment *Royal* Coach Tours (RCT) operates a fleet of 47 and 55 pax deluxe motor coaches. All coaches are equipped with plush reclining seats, large picture windows with safety-tinted glass, A/C, P/A system, VCR or DVD, clean restrooms and spacious baggage bins. There is no additional premium for VCR/DVD's so we do not *guarantee* requests. Additionally, RCT will not be held responsible for inoperable video/audio equipment. RCT reserves the right to substitute similar equipment from other charter bus companies when necessary.

It is agreed and understood that the individuals, group and booking agent will be fully responsible for damages incurred to the vehicle caused by the group, any individual from the group, or any other party that the group is involved with in any way. All repairs made to the coach for damages incurred will be performed by RCT maintenance department at the current outside shop rate, or by an agent selected by RCT to perform the needed repairs.

Booking Policy Orders can be placed over the phone, by fax (408) 286-1410 or by email (sales@royal-coach.com). Customers will receive a faxed trip confirmation as acknowledgement of their order. If you have not received a faxed confirmation within 4 days of placing the order, please contact our office immediately to be sure we received your request.

Payment Policy Full payment is due (3) weeks prior to the service date. For your convenience we accept cash, checks or VISA, MasterCard, American Express, and Discover Card credit cards. Original trip confirmations do not necessarily reflect actual charges. Customers will be billed for the amount of time the bus was booked regardless if the trip returns early. Any changes, additions, or deletions may change the cost of the trip. RCT will not be responsible for delays due to heavy traffic, accidents, or severe weather. Customers will be billed for any overtime incurred on the charter after the service is performed.

RCT will not be held responsible for any losses other than the cost of the charter should an appointed time or event scheduled by the group be missed due to any fault of RCT.

All legal fees incurred by RCT in collecting for any part of this contract are the responsibility of the chartering party and/or booking agent.

Cancellation Policy All cancellations (CXLS) are subject to $50.00 administrative fee. CXLS made at least (3) working days prior to service qualify for a full refund (minus $50). CXLS made within (3) working days of service date are subject to being charged the full rate of the charter.

Gratuities Gratuities are not included in our net pricing. 10-15% is customary for good service and can be added to your invoice should you choose to do so.

Driver Room Group and/or booking agent are responsible for securing and paying for the driver's lodging on any overnight charter, or mileage service if the driver runs out of hours. (1) room per driver. Room must be within (5) miles of where the group is staying. Additional charges may apply if the driver's room is further than (5) miles away. Rooms must be of average quality, include private restroom, and are subject to the approval of RCT (no cabins). A per diem of $200 per night, per driver will apply if requirement is not met.

Cleaning Deposit A cleaning deposit of $300.00 will be required on any charter service where food/beverage will be served on the vehicle. This deposit may be held on any major credit card and will not be billed unless the vehicle requires anything more than normal cleaning upon return. It is the chartering party's responsibility to notify RCT in advance that there will be food/beverage brought on board the coach and to find out what is acceptable/not acceptable. No glass containers or kegs are allowed on the coach at any time.

No ice chests, trash cans, or other objects may be placed in the aisle while the coach is in motion. All drinks must be placed in a regular ice chest that does not leak and placed in a seat that has been properly protected. The space taken up by the ice chest must be figured into the total passenger count.

There is no smoking allowed on any RCT vehicle at any time.

Lost and Found RCT is not responsible for any lost items. The chartering party should check for any items left on the vehicle before exiting. If RCT finds an item at conclusion of trip, client is responsible for cost of shipping to return item (if applicable).

Emergency Contact Information A RCT representative is available (24) hours/day for emergencies by calling 408-279-4801 and choosing Option (4). Our office hours are 8:00am to 5:00pm Monday through Friday. The office is closed for lunch 12pm to 1pm daily.

I have read and understand these Terms and Conditions.

_____	_____	_____
Name	Company	Date