

**PRICING**

Prices are subject to change without notice and should be used as a guide. Please call for a quote. All quotes are based on information provided by the client at time of booking. All quotes are subject to adjustment after completion if the hours or mileage vary from the client's estimation. Customer agrees to pay for additional time or mileage, whichever is greater. A fuel surcharge may apply to this contract in accordance with any price increases of #2 Diesel fuel.

**PAYMENTS & DEPOSITS**

A \$200.00 deposit (or 10% whichever is greater) is required within 14 days of reservation for all hourly charters and one-day casino turnarounds. Balance is due 21 days prior to commencement date of service.

Packaged Tours: A \$200.00 deposit (or 10% whichever is greater), plus deposits for venues are required within 14 days of reservation date. All balances are due 35 days prior to the tour's commencement date.

H & L Charter accepts Visa, Mastercard and American Express for payment of services. If you wish to pay by credit card you must fill out, sign and return a credit card authorization form prior to the trip's departure.

**EXTRA CHARGES**

Southern California Airport Pick-up or Drop-off fee of \$15.00 applies to all group airport arrivals and departures. San Francisco Airport is \$25.00.

All Drivers Gratuities, Admissions, National Park Entrance Fees, Tolls, Parking Fees, Special Permits and Driver Accommodations are the responsibility of the customer unless otherwise indicated and agreed to in writing on this contract.

Customer agrees to pay for driver(s) private room with bath accommodation(s) on all overnight trips. Company policy dictates that these accommodations must be at a Motel 6 or better property.

All damage to the coach caused by the group shall be the responsibility of the Person, Company, Agency etc., chartering the coach.

**CANCELLATIONS**

Cancellations received within:  
21-10 days prior to departure date = \$200.00 fee per coach.  
9-4 days prior to departure date = 50% of charter price, per coach.  
Within 72 hours of departure = 100% of charter price, per coach.

Packaged Tours: Cancellation fees and/or non refundable deposits for per person packages vary by venue and could be subject to forfeiture entirely.

**LICENSING & INSURANCE**

All vehicles are licensed and insured as required by State and Federal Laws. Certificate of Insurance is available upon request.

**LUGGAGE**

Due to Occupational Safety Health Administration (OSHA) limitations, we must restrict luggage weight to no more than 35 pounds per piece. Overweight luggage will not be handled by our drivers. Please advise your passengers that if their luggage exceeds 35 pounds they will be required to load and unload it themselves.

**SPECIAL NEEDS**

If any one in your group has special needs, please let us know immediately. 48 hours notice must be given for us to arrange for a lift equipped vehicle (chair & passenger weight combined may not exceed 600 lbs).

**TRANSFERS**

All transfers are based on one pick up and one drop off within a maximum of three hours to complete the service. If three hours are exceeded, additional hourly rates will be charged.

**OTHER CONDITIONS**

H & L Charter shall not be held liable for luggage or other articles that are damaged, lost or stolen.

H & L Charter cannot be held liable for strikes, floods, illness, road conditions, traffic problems, unforeseen mechanical breakdowns, acts of God or any other condition beyond our control. Customer agrees that such circumstances shall be non-compensable.

H & L Charter is not liable for any changes by other entities. Hotel reservations, ticket purchases, attraction fees and other venues are purchased on behalf of customer as a convenience and service. If entities cancel or revise any program that effects price quoted, H & L Charter is not liable for any additional costs. H & L Charter will refund customer payment less costs.

Changes in the size or number of coaches must be requested no later than forty-eight (48) hours prior to trip origination date and are based upon availability of coaches at the time of request. Customer acknowledges that such requests may result in additional per coach charges above quoted prices even if the number or size of coaches decreases.

Customer agrees to comply with standard safety regulations. Passengers shall not sit in or place items in the aisle or ahead of the white/yellow line. Passengers are reminded that it may be harmful to stand or walk about a moving vehicle and such action should be limited to need. Passengers are encouraged to remain seated. For additional safety purposes, vehicles are equipped with a digital recording system, and passengers may be monitored or photographed.

Driver's Hours of Service: Customer acknowledges that Federal regulations dictate that a coach driver may not drive more than ten (10) hours, nor be on duty for more than a total of fifteen (15) hours. The driver must have eight (8) consecutive hours off duty as required. Groups must consider that pre trip, post trip, service and fueling the coach has to be included in the 15 hour total and may not interfere with driver's off duty time. Customer agrees to plan the trip accordingly or pay for additional drivers and all incurred costs required to meet the itinerary.

H & L Charter reserves the right to assign this contract, or any portion thereof, to any reputable charter motorcoach operator who holds the necessary licenses, permits and insurance to perform the services contracted for.

All agreements between Customer and H & L Charter shall be made in writing and signed by both parties. Neither party shall rely on any verbal information received from the other until such becomes a written and approved amendment to this contract.

Customer and/or member of Customer's group agree to enter into legally binding arbitration proceedings for any dispute resulting in legal action against H & L Charter arising out of or in conjunction with this agreement. H & L Charter shall be entitled to have and recover reasonable attorney's fees, expenses and costs of suits if H & L Charter should prevail in the action.

Smoking, drugs and unprotected glass containers are prohibited in the vehicles at any time. Weapons or explosives may only be transported for military personnel.

Amenities such as seatbelts and lavatory are provided for the comfort and discretionary use of passengers. H & L Charter Co., Inc. is held harmless for any consequences of use, non-use or misuse. Other amenities such as air conditioning, reclining seats, audio video equipment, etc. are provided for added convenience and comfort and are not warrantied against failure.

Consumption of alcoholic beverages by persons under 21 year of age is illegal. It is also illegal for an adult to provide alcoholic beverages to a person under 21 years of age. If someone under 21 years of age consumes alcoholic beverages while on this trip, the trip will be terminated and all payment for services shall be forfeited and not subject to refund.

The undersigned is duly authorized by H & L Charter Co., Inc., its Board of Directors and its Stockholders to approve this contract and enforce the compliance of the terms and conditions hereon.

*Jodi Merritt*

Authorized Signature:

**Jodi Merritt**

Type or Print Name here.

**Vice President**

Title

Date \_\_\_\_\_

The undersigned acknowledgeges that they have the authority to sign for the customer/client noted hereon.

Authorized Signature

Print Name Here

Date