

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.

QUOTATION

1. Australian Transit Group will not be bound by any verbal quote given by its employees.
2. Written quotes are based on details provided and may be altered if the itinerary changes. (i.e. additional passengers, distance, time, trips, locations etc).
3. Quotations do not include any food/beverages, road tolls or entrance fees unless individually specified.
4. All charters are subject to availability.
5. Quotations are valid for 30 days from date of quotation.

CONFIRMATION

1. Charter requests are only confirmed when hirer responds affirmatively to a written quote by ATG or by submitting an online Booking Form.
2. By responding affirmatively to a written quote or by submitting an online Booking Form, you are also accepting these terms and conditions of charter/hire.
3. Written confirmation is required. Telephone or verbal confirmations will not be accepted.

CONDITIONS

1. Coach rates do not include entrance fees.
2. All charters operating outside normal business hours 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/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 their party.
7. ATG reserves the right to charge the hirer a minimum fee of \$300.00 (cost may vary depending on circumstance) should the coach's interior require professional cleaning due to a fault passenger. Replacement vehicle is subject to availability. If a replacement vehicle is required, the full charge applies for original coach plus the replacement coach.
8. The price of packages does not guarantee exclusive use of the coach over these days.
9. Drivers' accommodation and meal expenses are required when traveling overnight outside of operating areas. ATG can provide this at an additional rate or alternatively, the tour group can organise this themselves.
10. ATG reserves the right to upgrade groups into a larger size vehicle.
11. ATG reserves the right to use charters to transfer drivers to other points.
12. ATG reserves the right to cross-hire transfer and charters to reputable local coach companies during busy periods to meet industry demand.
13. ATG reserves the right to train sub-hire coach drivers and new drivers on charter group bookings.
14. ATG reserves the right to cancel tours due to excessive heat, potential for injury from weather conditions with no cost being borne by us for such cancellation.
15. Travel on unsealed roads is subject to road and weather conditions and whilst guided by the WA road traffic act. The final decision is determined by ATG.
16. Images of vehicles on websites or other promotional materials are representative only.

LIQUOR LICENSING AND NON-SMOKING

Due to the Police Liquor Licensing Act 1998 Section 119 (4, 7, 9, and 11) and Section 109 (1) no alcohol is to be consumed on board the coach as hefty fines will be incurred by the passengers, driver and ATG. For this reason, we do not permit alcohol in the cabin. All bottles, glasses and eskies etc. 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

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.

1. 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).
2. All belongings must be securely packed in rigid, enclosed containers.
3. For safety reasons; larger, heavier bags, eskies and the like, must be stored in the undercarriage luggage space or trailer.
4. Although every effort will be taken to return any lost property, ATG will not accept any responsibility for any items that get lost or damaged.
5. Please fill out the Lost Property form here: <http://buswest.com.au/lost-property/>

ITINERARY CHANGES

All itinerary changes must be made in writing to the office and may incur an additional fee. Please note changes to bookings may not be accommodated if less than three working days' notice is given. Any amendment request by Tour Leaders/Guides that alter either the time or kilometres which was pre-booked and therefore changes the pre-booked price, must be approved in writing by an authorised person and confirmed by ATG Operations prior to the change being approved.

CANCELLATION FEES - GENERAL 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 booked by ATG on your behalf will require 48 hours' notice to avoid any cancellation fee.	

CANCELLATION FEES – WEDDINGS

< 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