

## CHARTER HIRE, REFUND AND CANCELLATION POLICY, TERMS & CONDITIONS

---

In the event you need to cancel your hired charter with us, please contact us as soon as possible.

If the charter is cancelled less than 24hrs prior to the departure time or the bus(es)/coach(es) have left the depot, you will be charged full price for the booked charter.

If you need to cancel, please contact our office via; the "contact us" section on our website, phone, or email. It is the ownness of the charterer to ensure contact is made with ECA administration for cancellation. Phone messages are not an acceptable form of cancellation. You must ensure your cancellation request have been received and acknowledged by ECA.

Refunds will take approximately 10 business days to process.

Enterprise Coaches Australia reserves the right to terminate your charter at any stage, without refund, if the driver(s) deem they are being subjected to abuse or aggressive behaviour from passenger(s) or associated persons of your charter.

Enterprise Coaches Australia reserves the right to cancel your charter at any stage, without refund, if ECA vehicle(s) or equipment are subjected to intentional damage from passenger(s) or associated persons of your charter.

Enterprise Coaches Australia vehicles and/or equipment that are intentionally damaged, either by indirect actions or direct actions will have the cost of damages billed to the charterer. This includes (but not limited to) soiling seating, soiling carpeting, misusing restrooms & graffiti.

Enterprise Coaches Australia coach(es) are not licensed venue(s) and as such no alcohol is permitted to be consumed on board our coach(es). If the charterer or passengers (supported by the charterer associated), do consume alcohol, then ECA reserves the right to cancel your charter at any stage, without refund.

Enterprise Coaches Australia reserves the right to subcontract any other bus and coach operator(s) to operate any or all parts of your charter booked with ECA.

Any unnecessary delays or obstructions that the charterer and/or associated passengers cause to the ECA driver and ECA vehicle (e.g. asking vehicle to wait in loading zone after loading complete), that result in a fine or action towards ECA will be invoiced to the charterer to pay in full. (This includes fines, legal fees, etc).

Enterprise Coaches Australia reserves the right to charge an overtime rate of \$99.00 per hour (rounding cumulatively up to the next hour) for charters that go over the requested time for the coach(es) to operate the agreed booked hire charter.

Charters must be paid for upfront unless otherwise pre-arranged (for e.g., cheque on the day). By not paying before the due date on the ECA invoice, ECA then reserves the right to not operate your charter with no notice to you.

We hope you enjoy travelling with us, going boldly!