

Banks Bus lines

Contract for Chartered Transportation Services

By processing and proceeding with this reservation, the Customer (**'Customer'**) acknowledges and agrees to this contract and terms (**"Agreement"**) listed below for the services Banks Bus Lines will provide. This Agreement will be on file and binding for all future services provided by Banks Bus Lines to the undersigned. This Agreement is for the hire of professional chauffeured services. No modification to the terms, conditions, or pricing, shall be binding to Banks Bus Lines unless in writing and signed by Banks Bus Lines prior to the time the requested changes would take effect.

Terms and Conditions

- A valid credit card must be on file at the time of the reservation.
- For week days and non-special event/high demand booking periods, a 50% non-refundable deposit must be made at the time of booking via credit card. The full balance of the trip is due (14) days prior to departure.
- For special events on weekends and high demand periods, 50% deposit must be made at the time of booking via credit card for all bookings made more than (30) days before the departure date. The full balance of the trip for special event/high demand period shall be paid on or before thirty (30) days before the requested departure. In the event that the reservation is requested within the (30) days of a special event/high demand period, both the deposit and the remainder of the balance must be submitted in full at the time of booking.
- Customer must comply with payment schedule in order to make, and maintain a reservation of both a vehicle and specific time slot for travel.
- The attached reservation confirmation sheet and this document constitute the entirety of all contracts and conditions.
- Rates include 5-hour minimum reservation fee, fuel, and service fees. Customer is free to adjust the gratuity up or down based on Customer's level of satisfaction with the service of the driver. Cash given to the driver is considered an additional gratuity and does not replace, reduce or impact the charges for the reservation.
- The final quote shall be incorporated herein by reference.

CANCELLATION POLICY

1. NON-SPECIAL EVENT/HIGH DEMAND PERIOD -

Customer may cancel their trip at anytime. If the trip is canceled prior to (14) days before departure, then all payments except the deposit will be refunded. **If the trip is canceled less than fourteen (14) days before departure, 100% of the trip becomes NON-REFUNDABLE**

2. SPECIAL EVENT/HIGH DEMAND PERIODS- For special events and high demand periods, payment in full is required for any reservations made thirty days or less in advance of the reservation date. **There shall be NO REFUND OF ANY PAYMENTS for cancellations of reservations for departures within 30 days for special events or high demand periods.**

- The total cost of this service will be billed at the actual time of usage of the tolls, parking, cleaning fees, vehicle damage, and other surcharges that cannot be calculated prior to service, are not included in this reservation and will be invoiced to subservient to the trip.
 - Spot and garage times are for internal use only. Our drivers do not determine the length of service nor do they end the service at the minimum requirement. The fuel, and service fee, are all percentages of the flat hourly rate. They are subject to change with the actual time of usage of the vehicle. Banks Bus Lines reserves the right to process additional charges on Customer's credit card.
- Customer is responsible for all additional costs related to their trip. These charges include, but are limited to: customer caused damages to the vehicle, cleaning fees, parking fees, tolls, and admission and/or entrance fees for our vehicles. Customer shall be responsible, for any damage to the vehicle caused by Customer.
- Customer is responsible for accommodating stay for our driver(s) if the trip consists of one or more overnight stays. Any overnight or multiple day trip must have the itinerary sent to our office for review no less than 5 business days prior to trip date, or at the time reservations are confirmed.
- Baggage and all other personal property brought on board of the vehicles will be handled at the passengers, own risk.
- Customer is responsible for any damage to the vehicle due to disorderly behavior. Banks Bus Lines, in its sole discretion, reserves the right to terminate service at anytime, without notice, with no refund if any of the members of the group act in a disorderly and violent manner or violates the law.

- The use of any device or substance that may produce smoke, harmful vapors, and/or unpleasant smells including, but not limited to, tobacco products, incense, drug paraphernalia, is strictly prohibited at all times. This is a **NON-SMOKING VEHICLE** and there is an automatic \$125.00 charge per violation of the anti-odors policy.
- **No alcoholic** beverages are allowed in any of Banks Bus Lines vehicles. Customers may bring hard sided, non- Styrofoam coolers, with non-alcoholic beverages, food, portable electronic devices, and reasonably sized carry-on luggage at no extra charge. Employees of Banks Bus Lines have the right to determine of what constitutes a reasonably sized carry-on item. Under aged drinking is strictly prohibited on Banks Bus Lines vehicles. Any illegal use of drugs in our vehicles is prohibited and the ride will be terminated and no refund will be issued. Alcohol consumption is not permitted in the company of minors. Alcohol related or safety problems by a guest of any age may result in the termination of the reservation with no refund on the total charge. Customer agrees that Banks Bus Lines is not responsible for any property damage or personal injuries to any guest whose injury is related to alcohol consumption in any way, or related to, or arise from, the violation of any laws, rules or regulations.
- Customers agrees to minimum \$300.00 sanitation charge for any stains or fluids split resulting from illness inside our vehicles. Customer agrees to a \$150.00 charge for EMERGENCY EXIT opened by customer, or customer's guests, Customer also agrees to a minimum \$250.00 cleaning charge for excessive trash and debris on the vehicles.
- Company is not liable in the event of mechanical breakdown and will only be responsible for making up lost time at a mutually agreed date.
- Banks Bus Lines reserves the right to lease equipment from other companies in order to fulfill this agreement. Banks Bus Lines cannot guarantee the assignment of requested drivers, and will not be held liable for loss of time due to traffic conditions, inclement weather, or any conditions or situations outside of Banks Bus Lines control.
- If applicable, more than one driver may be needed to comply with (US DOT FMCSR) part 395, these regulations limit our drivers to (10)hours of continuous driving time. FMCSR regulations also limit our drivers to (15) hours of work time followed by 8 hours of consecutive off-duty within a 24 hour period.

- Payments may be cash, cashier’s checks, money orders, or credit card. No Checks unless agreed in writing by Banks Bus Lines management office. For Special High demand periods, final payments is due at least 30 days before departure. Payments for all other reservations times must be made and received within 14 days prior to departure. Banks Bus lines reserves the right to cancel any reservations, without notice, if payments are not received by due dates. Banks Bus Lines reserves the right to initiate collection proceeding all services and/or damage fees not paid within 15 days after the date of service. There will be an additional 15% fee for invoices not paid within 15days after date of service If noncompliance of payment succeeds 15 days.
- **Disclaimer of Liability.** Banks Bus Lines, or any other affiliates of any of their respective offices, partners, employees, directors, members, owners, managers, or agents will not be liable or responsible for any loss, damage, or injury, to any person or to any property of customer or customers employee’s officers, directors successors, agents, contractors, subcontractors, suppliers, invitees, and all persons receiving services through Banks Bus Lines, resulting from any cause whatsoever, unless due to, and only the extent of, the gross negligence or willful misconduct of Banks Bus Lines.
- By signing below, Customer acknowledges, understands, and agrees to comply with all terms and conditions contained in this **Agreement**. Once agreement is signed, we will email a quote and confirm reservation.

Customer Agreement signature_____

Name (print)_____

street address: _____

City, State, zip: _____

Phone: _____ email_____@_____

Bus and Driver Reservation Form
Print & Fax this page
to 512-840-1245
or email Banksbuslines@gmail.com

Date submitted _____ **Date of the event:** _____

Requested by: _____

Dept, Company: _____

Send bill attn. to: _____

Contact name & number on day of trip _____

Reservation Information

Pick up location: _____ AM/PM Trip end time: _____ AM/PM

Pick up location: same as above (Yes) / (No)

Different from above:

street address: _____

City, State, zip _____

Event Location/destination: _____ **Estimated miles** _____

Address _____ city/zip _____

Special instructions:

Office use only

reservation number: _____

confirmed: YES ___ NO ___

Driver _____