

CHARTER TERMS AND CONDITIONS

QUOTATION

1. Verbal quotes are only regarded as an estimate of the cost of the charter.
2. Emu Run Experience will not be bound by any verbal quote given by its employees.
3. Written quotes are based on details provided and may be altered if the itinerary changes. (I.e. additional passengers, distance, time, trips, locations etc.).
4. Quotations do not include any food/beverages, road tolls or entrance fees unless individually specified.
5. All charters are subject to availability.

CONFIRMATION

1. Charter requests are only confirmed when hirer responds affirmatively to a written quote by Emu Run Experience 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. Emu Run Experience 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. Emu Run Experience reserves the right to charge hirers for any damage inflicted on a coach by the hirer or persons in their party.
7. Emu Run Experience reserves the right to charge the hirer a minimum fee of \$250.00 (cost may vary depending on circumstance) should the coach's interior require professional cleaning due to at 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 travelling overnight outside of metro operating area (Perth, Darwin and/or Alice Springs). Emu Run Experience can provide at an additional rate or alternatively, the tour group can organise this themselves.
10. Emu Run Experience reserves the right to upgrade groups into a larger size vehicle.
11. Emu Run Experience reserves the right to use charters to transfer drivers to other points.
12. Emu Run Experience reserves the right to cross-hire transfer and charters to reputable local coach companies during busy periods to meet industry demand.
13. Emu Run Experience reserves the right to train sub-hire coach drivers and new drivers on charter group bookings.
14. Emu Run Experience reserve the right to cancel tours (I.e. Sunset, guided walks etc.) 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 NT or WA road traffic act. The final decision is determined by Emu Run Experience.
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 Emu Run Experience. 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

1. 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.
2. 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).
3. All belongings must be securely packed in rigid, enclosed containers.
4. For safety reasons; larger, heavier bags, eskies and the like, must be stored in the undercarriage luggage space or trailer.
5. Although every effort will be taken to return any lost property, Emu Run Experience will not accept any responsibility for any items that get lost or damaged.

ITINERARY CHANGES

All itinerary changes must be made in writing to the office and may incur an additional fee.

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 Emu Run Experience Operations prior to the change being approved.

CANCELLATION FEES

More than 72 Hours Notice	No coach hire change
Cancellation within 48 hours of departure	100% Charge
Fail to Load	100% Charge
Group bookings that include entrance fees, meals booked by Emu Run Experience on your behalf will require 72 hours notice to avoid any cancellation fee	

PAYMENT AND ACCOUNTS

Emu Run Experience requires payment in advance for all charters unless the hirer has an established credit account with Emu Run Experience.

Payments can be made by direct debit or credit card.

To apply for credit account with Emu Run Experience, please send an email to officemanager@emurun.com.au