GENERAL TERMS AND CONDITIONS

1. GENERAL. This document contains all of the terms and conditions under which Horizon Coach Lines (the "Company", "Us", "We") agrees to furnish service to you ("Customer" or "You"). When you sign this document it is a legally binding contract, and it can only be changed by a later written agreement between us. Carefully read this entire document before signing.

2. ITINERARY. A written itinerary must be received no later than fourteen (14) days before departure. Our driver will be given a copy of your entire itinerary, and he will be instructed to follow it strictly. He has no authority to make any changes in the trip schedule without the prior approval of an authorized Company supervisor. Therefore, if, after your trip begins, you want to make any change in the agreed itinerary, you must notify your driver at once and he will contact the Company. If we agree to the change you request, you must then pay the full amount of any increase in the contract price immediately upon completion of the trip.

3. COMPLIANCE WITH LAWS. All itineraries must allow the driver and the Company to comply with all Federal, State and local regulations or ordinances. Drivers are limited to: a) 15 hours on duty (including ½ hour driver preparation); b) of this 15 hours; a maximum of 10 hours may be actual driving hours, and c) the driver is required 8 consecutive hours off before returning to duty. If your itinerary requires the use of more than one driver, either the price of the charter will be adjusted or the itinerary must be changed to allow for only one driver. Upon reaching the end of your day’s itinerary, the driver must have a minimum of 8 hours off-duty. It is preferred that the driver have at least 10 hours off-duty to allow ample rest. The Customer is responsible for each driver(s) overnight room accommodations, unless you and the Company have agreed in advance that the Company will provide the driver’s room and bill you for the charges.

4. RESPONSIBILITY FOR BAGGAGE. The Company assumes no risk for handling baggage and other passenger's property and is not liable for any loss of such items stored anywhere in the bus. Passengers may only bring baggage and other property in an amount that can conveniently be carried in the chartered bus. Each passenger is responsible for removing all of their personal property and baggage from the interior of the bus at the end of each travel day and when the trip ends.

5. STANDING WHILE BUS IN MOTION. Passenger capacity can not exceed the seating capacity of one person per seat with no standees. Buses may start or stop suddenly. Passengers are requested not to change seats or utilize the restroom when the bus is in motion unless exercising extreme caution. The Company will not be responsible for injuries to passengers who stand or walk while the bus is in motion. Charter groups must provide adequate supervision and discipline.

6. RIGHT TO SUBSTITUTE EQUIPMENT. The Company has the right, at its sole discretion, to substitute equipment from our fleet or equipment and drivers from other companies in order to fulfill this charter agreement.

7. CHARGES. The "TOTAL CHARTER PRICE" shown is the Company’s estimate based upon our current rates and our best estimate of the specific services you have requested, including any fuel surcharge. Charters exceeding the miles or hours booked will be billed for additional charges. Additional hours are billed in 1 hour increments at $100 per bus per hour. Charges do not include customary driver gratuity. A recommended guideline would be $1.00 per person per day.

8. DEPOSIT. There is a $250.00 deposit per bus due within 10 days after you receive your confirmation. If the deposit is not received when it is due, your reservation will not be guaranteed.

9. PAYMENT. Payment is due 21 days before departure unless satisfactory credit arrangements have been made and approved. Payment must be made in cash or by check payable to Horizon Coach Lines. We accept VISA, MasterCard, American Express or Discover Card. A 2% surcharge is assessed when paying with American Express.

10. FINANCE CHARGES. If you have made credit arrangements with us to pay after departure and you fail to pay on time, we will charge you a finance charge on all past-due amounts at 1½% per month of the unpaid balance or the maximum permitted by law, which ever is less.

11. CLEANING AND REPAIRS. The Customer is liable for extraordinary cleaning and for all repairs to our vehicle (beyond normal wear) caused by members of your party. You agree to pay a $100 cleaning fee per bus for vehicles returned in less than satisfactory condition. Damage or abuse will be assessed at the cost of the repair.

12. EXTRA FEES. Parking, tolls, airport fees and entry fees for parks and/or attractions are the responsibility of the Customer.
13. ALCOHOLIC BEVERAGES. If, alcoholic beverages are brought on board our vehicle, an additional $250.00 deposit is required. Alcohol deposits will be refunded after completion of the trip if the bus is left in good condition. Please allow 10 working days for refund to be processed. The Company reserves the right to refuse or terminate transportation to any person that displays aggressive behavior or appears to be under the influence of alcohol, or other intoxicating substances. Glass containers are not allowed on our buses.

14. NO SMOKING ON THE BUS. Smoking is not permitted on buses.

15. CANCELLATIONS. Charters booked, but not prepaid or confirmed by either party, may be cancelled by either You or the Company without notice. Trips cancelled more than 21 days before the scheduled departure are not charged a cancellation fee. Trips cancelled less than 21 days but more than 72 hours before departure are charged $250.00 per bus. Trips cancelled less than 72 hours but more than 48 hours before departure are charged 50% of the charter price or $250.00 whichever is greater. There is no refund if the trip is cancelled less than 48 hours prior to the scheduled pickup time. To avoid miscommunication regarding cancellations and any associated fees, we request cancellations be completed in writing via e-mail in addition to verbal cancellation with the sales person.

16. TIME OF ARRIVAL AND DEPARTURE. The Company does not guarantee to arrive at or depart from any point at a specific time, but will endeavor to meet the schedule submitted by its agent or employee as conditions permit.

17. FORCE MAJEURE. The Company is not responsible for any delays, changes in schedule or cancellations resulting, directly or indirectly, from any act of God, public enemies, authority of law, quarantine, perils of navigation, rituals, strikes, the hazard or dangers incident to a state of war, accidents, breakdowns, road conditions, weather conditions, and other conditions beyond the Company's control.

18. ACCOMMODATIONS FOR THE DISABLED. Any group which requires an ADA accessible bus is requested to inform us at the time of the reservation, and must notify us in writing no later than 48 hours prior to the charter's departure.

19. OXYGEN BROUGHT ON BOARD. Groups with members using personal oxygen canisters must give the Company 48 hours advance notice. Each group member requiring the use of personal oxygen may have two (2) canisters inside the bus and two (2) additional canisters may be transported under the bus and properly secured in the forward baggage compartment. Canisters stored under the bus must be properly packaged by the group member in protective cases with safety caps on the valves. Canisters may not exceed 4.5 inches in diameter and 26 inches in length.

Dedicated to the highest standards of safety and service since 1937!