



☎ (03) 5941 8800  
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✉ PO Box 371, Pakenham 3810

## CHARTER TERMS AND CONDITIONS

1. *A deposit may be requested for upon booking depending on the vehicle and date requested.*
2. *Quotes are valid for 1 week from date of issue, unless confirmation or deposit is made.*
3. *Full payment is required no less than 2 weeks from your date of travel. Failure to do so may jeopardize your booking with us.*
4. *Cancellations made within 24 hours of travel will result in a full forfeiture of funds.*
5. *Cancellations made within 2 weeks (but not within 24 hours) of booking will result in a 75% refund of monies paid*
6. *Extra stops and/or additional time needed other than that originally stipulated and quoted for may result in extra charges.*  
***Please ensure you provide full details of your needs when making your booking.***
7. Tour Local reserves the right to refuse to enter a property to either pick up a client from the nominated property or return a client to the nominated property if the driver in his or her absolute discretion believes it may be unsafe to enter the property for any reason. Tour Local shall not be liable for any loss sustained by a client as a result of Tour Local refusing to enter a property for safety reasons nor shall Tour Local be obliged to refund any monies paid by the client.”  
***Please ensure that you make known to us anything that might deem your location dangerous or risky (ie. low hanging trees/steep or driveways etc)***
8. *Tour Local reserves the rights to deny transport to any persons deemed to be acting in an aggressive or disrespectful manner towards staff or other passengers. Those who are in an overly disturbing, intoxicated or inebriated state may also be refused transport.*
9. Tour Local reserves the right to remove a client from a charter if in the driver's opinion that client's behaviour jeopardises passenger safety or passenger enjoyment for any reason. Tour Local shall not be liable for any loss sustained by a client as a result of Tour Local removing a client from a tour nor shall Tour Local be obliged to refund any monies paid by the client.
10. *Any damage or destruction to the property of Tour Local or Tour Local chartered vehicles is at the full responsibility of the booker.*
11. *Tour Local reserves the right to deny entry to any person who is, or intends to be, eating or drinking on our vehicle.*  
***Permission for this must be granted PRIOR to the day of travel through contacting our office***
12. *No glassware is permitted on Tour Local vehicles.*
13. *Tour Local reserves the right to take credit card details /deposit prior to travel as security for any damage or extra charges that may occur due to the actions of patrons on the day.*