



## OTHER POLICIES AND IMPORTANT INFORMATION

We recommend that you review all of the policies below with your group prior to departure.

- As a rule, smoking and alcohol are prohibited on all coaches
- Please arrive at your pick-up location ahead of departure time
- Never allow more than one person to stand, at a time, while the motorcoach is moving
- The driver is not responsible for chaperoning, disciplining, or attending to any member of your group. The driver's job is to safely operate the motorcoach. During the trip, you may need to speak with the driver while the vehicle is in operations, be sure to stay behind the white line and try to wait until the driver is away from congestive traffic.
- If, in the judgment of the driver, weather or other conditions present clear and definite safety concerns, travel may be suspended until such time as "the issue" no longer exists.
- If an event, such as a baseball game or concert, is cancelled because of any reason, no refunds will be made if the coach has left the departure location.
- If you have cd's or dvd's that you would like to play in transit, make sure that they will be acceptable to most of your party.
- Meals and other fees are not included, unless specified, as part of your travel package. All additional expenses for food, lodging, etc. Are the responsibility of the charterer and passengers.
- Silverado cannot be responsible for loss or damage to baggage or other belongings
- Silverado is not responsible for personal vehicles left at pick-up locations
- Silverado stages might act as an agent for you in making and securing arrangements for transportations, accommodations and sightseeing. We do not however, accept responsibility for loss, damage, injury or accident caused by other companies or persons providing mentioned services
- Silverado reserves the right to change the itinerary or route and make substitutions of equal value should conditions warrant such change
- Silverado makes every effort to arrive at all destinations on time and is not responsible for circumstances beyond our control that may cause delays (traffic, weather, change of game time or date of event). We are also not responsible for loss if event is canceled, delayed or rained-out
- Phone calls, taxis, rooms services, etc. Are the responsibility of each individual traveler unless specified as part of your tour
- Our drivers and tour escorts work very hard to make your trip perfect. Gratuities are customary and very much appreciated
- 30% Of total bill is due within seven days of receiving this contract. The balance is due two weeks prior to departure.
- A 3% processing fee will be added for any credit card payments.
- And finally, please remember that even the newest transportation equipment may have problems and that we will do everything in our power to get your group back on schedule so that your plans will not be interrupted. Being abusive to a driver who is working on fixing the problem will not correct problems any faster.