



TERMS AND CONDITIONS

The attached Charter Reservation, Order# _____ in the amount of \$_____, is forwarded for your review and approval. A signed copy of this contract is required to confirm your charter order. If correct, please sign, date and return this contract along with the required deposit. Please include the Custom Tour Order Number on all checks.

RATES

This quote is based on the original services requested and our current tariffs (which are subject to change). In the event of a tariff revision, you will be notified concerning rates in effect for your date of service. The total charges for your charter trip are subject to change in accordance with your actual itinerary which is due in this office no later than 21 days prior to the Departure Date. The dispatch office must check and approve all itineraries for compliance with the terms of this contract. Upon completion of your tour, additional hours or miles exceeding the agreed amount will be billed to you based on the tariffs in effect at the time of the trip. Any additional charges must be paid within 7 days of receipt of invoice. Unless written into this agreement, driver gratuities are not included in your cost. Customers are responsible (including booking and payment) for providing each driver with a single room on overnight trips and rooms may be required on 1-day trips that exceed 12 consecutive hours. Customers are responsible for payment of any tolls, parking fees, entry fees or other miscellaneous fees required to perform this trip unless written into this contract. Customers are responsible for the costs to repair any and all damages to the coach, caused by the customer's party, and for any additional coach cleaning fees if required. Past due accounts will accrue interest at the rate of 1-1/2% per month (18%) annually.

DEPOSITS

A deposit, as listed on your contract, of thirty percent (30%) of the total amount of the trip cost is due within seven days of receiving this contract in order to confirm your booking. Full payment is required no later than 14 days prior to the Departure Date. Silverado reserves the right to cancel these custom tour arrangements if payments are not received by due dates.

CANCELLATIONS

All cancellations must be submitted in writing. A change of Departure Date will be considered as a cancellation of the present custom tour. Your deposit is refundable if your trip is canceled at least 30 days prior to your Departure Date, cancellations received less than 30 days prior to the scheduled departure date are liable for a charge equal to 30% of the charter fee. No refunds will be made for cancellations 7 days or less prior to Departure Date. Any and all accommodation/entertainment/ other such "hard costs" incurred by Silverado in the course of planning a tour will be charged back to the customer in the event of a cancellation. A minimum booking fee of \$50.00 will be charged on all cancellations.

PROHIBITED SUBSTANCES

Smoking, drugs, and alcohol are prohibited on all coaches. Food and drink are not allowed without prior approval from the dispatch office. All animals – except guide dogs – are prohibited on the coaches.

DISCLAIMER:

Silverado Stages, Inc. is not liable for damage to or loss of baggage or other property. Baggage is limited to what can be conveniently carried in the storage areas of the coach and will be handled only at the passenger's risk. Silverado Stages, Inc. shall not be liable for loss of time or monies due to mechanical failure, inclement weather or traffic. We strive to ensure the best operating condition of accessory systems, but due to unpredictable failure rates of accessory systems, we cannot guarantee the operation of radio/CD/DVD/PA Systems, air conditioning or restrooms. No refunds or adjustments are given for accessory system failures or unavailability. We cannot guarantee the assignment of requested drivers or coaches and we reserve the right to substitute equipment leased from other carriers. Silverado's performance of the services contained in this contract is contingent upon the company's ability to furnish the equipment and perform the services.