



Holroyd Bus Lines Pty Ltd t/as Baxter's Coaches is committed to providing safe, reliable, and efficient transport services for all occasions.

These Terms and Conditions outline key policies regarding bookings, cancellations, payments, and other responsibilities. For comprehensive details, please refer to our Bus and Coach Policy and Procedure, available at www.baxterscoaches.com.au.

Baxter's Coaches reserves the right to amend these terms and conditions at any time.

1. Confirming a Quotation

Please review all booking details, including travel date and time, destinations, passenger numbers, and vehicle type. Once satisfied, sign, date, and return the quotation acceptance to enquiries@baxterscoaches.com.au.

- Vehicles are subject to availability upon receipt of a signed acceptance.
- A signed quotation is not confirmation of booking. A Booking Confirmation and Charter ID Number will be provided upon final review.

2. Amending a Booking

Amendments to confirmed bookings must be submitted in writing and are subject to availability.

- Additional charges may apply for changes to destinations, passenger numbers, vehicle types, or schedules.

3. Cancellation Fees

Scenario	Cancellation Fee
Booking rescheduled to an available date *	No cancellation fee applies
Booking cancelled and not rescheduled	15% of the total booking amount
Booking cancelled, rescheduled and/or postponed within four (4) business days of the date of travel	100% of the total booking amount
Booking cancelled on the date of travel	100% of the booking amount
Vehicle(s) not required/utilized on the date of travel	Invoiced per the Booking Confirmation

- "Available Date" refers to any date agreed upon between the hirer and Baxter's Coaches, provided vehicles and services required for the booking are available. The rescheduled date must occur within 3 months of the original booking date and be provided at the time of reschedule unless otherwise agreed in writing.
- Rescheduled bookings cannot be amended (i.e. destinations, vehicles, times).
- The hirer is responsible for contacting our office 48 hours prior to the date of travel to confirm final passenger numbers and details.

- After-hours cancellations must be reported via enquiries@baxterscoaches.com.au or 02 9840 1000.

3a. Cancellation Fees - School Carnivals

- In cases where outsourced vehicles are booked for school carnivals and the event is cancelled, rescheduled and/or postponed prior to four (4) business days, a cancellation fee of up to **50%** of the total booking amount may apply to cover subcontractor costs.

4. Delayed Boarding or Departures

The hirer is responsible for ensuring all passengers are ready to board at the times stated in the Booking Confirmation.

- Late departures may result in additional charges, or the reallocation of vehicles based on availability.

5. Food, Beverages, and Cleanliness

- Consumption of food and beverages is prohibited on all vehicles, except for medicinal purposes.
- Bottled water with screw-on caps are permitted.
- The hirer is responsible for incorporating regular stops for longer journeys.
- The hirer will be charged for cleaning if the vehicle is left in an unsatisfactory condition.

6. Outsourcing of Vehicles

Baxter's Coaches may outsource bookings to accredited operators to accommodate unforeseen circumstances or larger groups.

- Additional charges will not apply unless a specialty vehicle is requested (e.g., wheelchair accessible vehicles).

7. Wheelchair Accessible Transport

While Baxter's Coaches provides wheelchair-accessible vehicles, the safety of passengers in wheelchairs may differ from standard seating.

The hirer is responsible for:

1. Confirming wheelchair specifications with our operations team.
2. Ensuring the wheelchair is suitable for transport with an occupant.
3. Removing detachable wheelchair parts for secure storage during the journey.

Baxter's Coaches cannot guarantee transportation if a wheelchair does not meet the outlined requirements.

8. Payment Terms

- Payment is due within 14 days from the date of invoice, unless otherwise agreed.
- Payments can be made via electronic transfer or credit card. Remittance advice must be sent to accounts@baxterscoaches.com.au.
- Overdue invoices may result in service suspension or cancellation of future bookings.

9. Liability and Force Majeure



- Baxter's Coaches is not liable for delays or cancellations due to events beyond our control, such as natural disasters, strikes, or unforeseen traffic disruptions.
- Baxter's Coaches adheres to Australian Consumer Law (ACL). If a service cannot be provided as agreed, customers may be entitled to remedies under ACL.