



## TERMS AND CONDITIONS

Should you choose Kangaroo Bus Lines (KBL) as your transportation provider, by accepting a quotation you are accepting the below Terms and Conditions and are entering into an agreement for associated services specified on your booking confirmation.

Please note packaged tours, including National Capital Excursions, Outback Adventure Touring and all-inclusive private day tours, attract specific booking Terms and Conditions of travel. These can be requested by emailing [info@kangaroobuslines.com.au](mailto:info@kangaroobuslines.com.au).

### 1. Quotation

- To obtain an official quotation with KBL, please submit an online form via the KBL website or email your request, and our team will endeavor to respond within 24-48 business hours.
- Quotations are based on provided details and may be altered if changes are made to the itinerary.
- Prices are current at the time of quotation and subject to availability at the time of booking.
- Quotations are valid for 30 days from date of quotation.
- KBL reserves the right to renegotiate our rates for reasons beyond our control such as changing market conditions, venue and accommodation increases, product unavailability, parking charges, tolls, and fuel.

### 2. Booking Confirmation

- Should you choose to accept our quotation, select the quoted option (if applicable), sign and then return the quote via email.
- Quote requests are only confirmed once a booking confirmation has been returned to the applicant via email. If you do not receive a booking confirmation within 48 business hours, please contact our office.
- It is the responsibility of the group to contact Kangaroo Bus Lines with final numbers to complete catering orders and venue payments. Depending on your touring package, your final numbers are required 7 to 30 days prior to tour departure.
- If your group has requested a per person rate, please be aware the quote has been calculated on the minimum number of passengers provided.
- By confirming a KBL quotation, the signatory is accepting these Terms and Conditions and is entering into an agreement on behalf of the group for hire of allocated vehicles and associated services specified on the booking confirmation.
- The signatory will be accountable for any change requests or cancellations. Please refer to our Cancellation Policy for further details.

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#### HEAD OFFICE

☎ 1300 287 525

✉ [info@kangaroobuslines.com.au](mailto:info@kangaroobuslines.com.au)

📍 2 Motorway Drive, Burpengary, QLD 4505

#### SUNSHINE COAST

☎ 07 5445 4741

✉ [sunshinecoast@kangaroobuslines.com.au](mailto:sunshinecoast@kangaroobuslines.com.au)

📍 112 Enterprise Street, Kunda Park, QLD 4556

### 3. Amendments & Changes

- Should you need to make changes to your quotation or booking confirmation, please send full details through to our office and a revised quote will be issued.
- Any amendment or changes can only be accepted subject to availability.
- Requests for amendments must be made via email and will be confirmed by us via email.
- If you do not receive an updated quote or booking confirmation within 48 business hours, please contact our office.

### 4. Deposits

- A deposit based on a percentage of the total booking may be required to secure your booking inclusions such as meals, attractions, and accommodation. Your quotation will clearly state if your charter requires a deposit.
- Deposits are refundable subject to adequate notification of cancellation as stated in these Terms and Conditions.
- KBL reserves the right to cancel bookings if the requested deposit or progress payment is not received within the timeframe of the issued Invoice. KBL will not reserve associated venues or accommodation until the deposit or progress payment is received.

### 5. Bonds

- A \$250.00 bond (per coach) may be required for your booking for risk of any breakages or damage incurred during your charter. Your quotation will clearly state if your charter requires a bond.
- The bond and full booking payment will be deducted prior to the charter and will be refunded should the vehicle be left in a clean manner.
- The bond will become non-refundable and be charged as a cleaning fee if the vehicle is left in a soiled condition.

### 6. Administration Fee

- An administration fee may be required for your booking which is calculated based on a percentage of the total booking. Your quotation will clearly state if your booking incurs an administration fee.
- An administration fee is non-refundable should the booking be cancelled, regardless of cancellation notification, as compensation for the performance of administration work associated with your booking.

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## 7. Invoicing Information

For Clients with an approved Trading Account:

- Payment is required in full by the agreed timeframe set out within the Account setup (e.g., daily, weekly, monthly invoices). If you wish to apply for a Trading Account, please contact the office to obtain an application.

For Clients without a Trading Account:

- Payment is required in full 7 days prior to the charter. A Tax Invoice will be issued with the due date.
- Vehicles will not leave the depot on the day of the transfer unless payment has been made.
- Payment is accepted in our office by cash, cheque, most credit cards, EFTPOS, BPAY and direct electronic funds transfer. If making payment by direct electronic funds transfer, a remittance advice must be provided.

## 8. Cleaning / Repair Fee

- The group or individual on the booking confirmation is responsible for any damage to a vehicle caused by a passenger on the associated transfer.
- Should a chartered vehicle be left in a soiled condition or damage inflicted by passengers, Kangaroo Bus Lines reserves the right to charge a minimum \$250.00 fee.
- The customer will not be responsible for damage caused by the actions of a KBL employee.

## 9. Late Fee

- Kangaroo Bus Lines reserves the right to charge a late fee in the event a chartered vehicle/s departs a location later than the agreed time allocated on the booking confirmation.
- Should you leave your location late, KBL may charge a **\$150.00 plus GST** fee per 30-minute increments to compensate additional, associated operational expenses.
- A member from our Client Relations team will contact you in the following days to discuss additional charges. Any late fees incurred will be notified in writing via email following the charter and will appear as a line item on the final invoice.
- **NO LATE** fee will apply for unforeseen incidents or accidents that are out of the group's control.

## 10. Cancellations

- Should you wish to cancel your booking, adequate cancellation notification is required in writing, or consequently a cancellation fee may apply.
- For vehicle only charter, **NO CHARGE** applies when cancellations have been advised in writing at least one business day or more prior to the booking departure. This does not include packaged tours.
- Any associated costs incurred from your booking will be added to the invoice should we be unable to obtain a refund from our suppliers. These costs may include catering, accommodation, barge fares and venues that were required to secure your booking.
- The **FULL AMOUNT** will be invoiced as per the booking should vehicle/s arrive onsite, are not required and have not been cancelled prior.

If at any time you find these Terms and Conditions unsuitable, please contact our Client Relations team to discuss alternative arrangements.

*Effective 22 January 2024*

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