

EXPERIENCE CONFIDENCE: *On-Time Promise + Superior Safety + Elite Maintenance***CONFIRMATION:**

A deposit and a signed acceptance page are required after you receive our contract. By doing this you reserve your bus for your departure date. (1) 10% of charter cost payment or \$150.00 (whichever is greater) is due upon booking. (b) Final payment for charter service is due and must be received at least 14 days in advance of the charter date. If a charter is paid by check, and there are insufficient funds, there will be a \$50.00 fee assessed to your charter. (c) Charters booked less than two weeks prior to departure must be paid in full by ACH, wire transfer, credit card, or cash (in office drop off, never to driver at pickup) upon booking. There will be a 3% handling fee on credit card payments that is non-refundable. (d) When making payment, please indicate on your check or other mode of payment, the date of your trip and your Charter Confirmation Order Number to insure proper credit.

RESPONSIBILITY:

When the Chartering Party requests any change in service that results in an increase in miles or hours to that specific charter, an additional charge may be necessary for that additional service. A detailed written itinerary is required for all trips at least two weeks prior to departure to include dates, times, addresses, contact information, and any other pertinent information about the trip. Prices are subject to change based upon the final itinerary. The Chartering Party is responsible for reserving a hotel room(s) for the driver(s). The group is responsible for all tolls, parking, ferry, and entrance fees incurred on the trip. Driver's gratuity is not included in this price unless it is itemized on the acceptance page. Unless noted, the group is responsible for providing our driver with a single, non-smoking hotel room. If this trip involves 2 or more drivers per bus, then each driver must be provided a single room. Arrow Stage Lines is not responsible for any luggage or personal items left either inside the motorcoach or underneath the luggage bays.

DAMAGES TO BUSES:

The cost of repairing damage to buses resulting from the conduct and actions of passengers on that specific charter shall be charged to the Chartering Party and is payable as soon as such cost is determined.

ARRIVAL TIME:

Operators are carefully selected and have instructions to drive at all times at a speed within the limits prescribed by law and compatible with safe operation. Unusual road, traffic and weather conditions are beyond Company control.

EQUIPMENT:

Equipment furnished by the Company is thoroughly inspected before being assigned to the charter service to insure uninterrupted service. If for some reason beyond the control of the Company, a mechanical failure makes necessary the replacement of a bus originally assigned to the charter service, the replacement bus may be of a different type. Audio/Video Equipment is installed on all of our over the road motorcoaches. Only non-



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copyrighted DVD's are permitted to be shown. We are not liable for providing the video nor are we liable for the content shown on the videos. We also reserve the right to sub-contract if it is necessary.

CONDUCT OF PASSENGERS:

The Company reserves the right to refuse to transport persons under the influence of intoxicating liquor or drugs, or who are, or are likely to become, objectionable to other persons. Passengers shall not interfere with the operator in the discharge of his or her duty or tamper with any apparatus or appliance on the bus.

FUEL SURCHARGE:

Arrow Stage Lines reserves the right to charge a Fuel Surcharge upon booking your transportation based on diesel fuel prices.

COVID-19 PANDEMIC GUIDELINES:

Arrow Stage Lines will provide customers Federal CDC guidelines regarding travel during this pandemic. However, it is at the discretion of the booking party to decide whether or not they will follow recommended social distancing guidelines. Arrow Stage Lines is not responsible for enforcing CDC social distancing measures or the social distancing guidelines of any other jurisdiction the booking party may travel through or disembark from, while traveling on an Arrow Stage Lines chartered motorcoach, or any other Arrow Stage Lines' chartered vehicle. Customers acknowledge and agree that Arrow Stage Lines is not responsible for any loss or damage resulting from customer or others contracting Covid-19 or any other illness while utilizing the services of Arrow Stage Lines. By signing our contract, you are releasing Arrow of any liability and accepting all liability for any Covid-19 related illness on the vehicle.

DAMAGE DEPOSIT:

A \$250.00 deposit (per bus) will be required if Arrow Stage Lines feels it is necessary for the trip you are taking (especially if alcohol is involved before or during your trip). The deposit will be refunded if the bus is returned undamaged and with no excessive cleaning.

PRICES SUBJECT TO CHANGE:

All prices quoted in the confirmation are subject to change under the circumstances described herein, but shall not be increased, in the aggregate, by more than twenty percent (20%). (a) Arrow Stage Lines reserves the right to impose a fuel surcharge based upon an increase in fuel prices between the time the trip is quoted and the actual service date. This surcharge would be based solely on the increased cost of fuel, and would be calculated on the difference in price per gallon and the total number of miles required for the trip itinerary.

PROHIBITED ITEMS:



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The following items are prohibited without the written consent of the Company: (a) Decorations (b) Smoking (c) Glass containers or Kegs (d) Golf shoes, ski boots, or other shoes with spikes (unless stored & not worn) (e) Fuel containers (f) Fire Arms, explosives, and fireworks (federal law)

CANCELLATION:

Cancellation made 30 days or more in advance of the charter departure date, will receive a 100% refund. Cancellation made within 7-30 days of the charter departure date will incur a 10% of charter cost fee or \$150.00 (whatever is greater). Cancellation made within 1-7 days of the charter departure date will incur a 50% of charter cost fee. Cancellations made on the departure date will incur a 100% of charter cost fee.

PAYMENT TERMS:

The price of your charter is quoted as a cash price. Our preferred method of payment is: company check, cash, electronic or wire transfer. There will be a 3% handling fee on any other form of payment. Full payment is due 14 days before departure.

ENTIRE AGREEMENT:

This Agreement constitutes the entire agreement between the parties and supersedes any and all other agreements, either oral or written with respect to the subject matter hereof.

DRIVERS HOURS OF SERVICE

Itineraries are subject to review by a safety officer of the Company. Federal Department of Transportation safety regulations prohibit drivers to be on duty more than fifteen (15) hours per day, ten (10) of which are for driving (including a 30-minute pre- and post-trip vehicle inspection). The driver must be given eight (8) consecutive hours off before he/she may resume his/her duties. ***Below you will find examples that may be used as a guide to assist you in planning your trip:*** Example: You arrive at your hotel at 10:00pm and your driver unloads your luggage, parks the coach, does their post trip inspection and then cleans the coach finishing at 11:00pm. The next morning the earliest that the driver can start their pre-trip is 7:00am: the driver is then required to do a pre-trip and begin their paperwork for that day. The earliest they could begin with your group would be 7:30am. Our motorcoaches are limited to a top speed of 68mph for safety. Example: Your tour start in Any City, USA and is going to Home Town, USA which is 280 miles, It will take a motor coach approximately 4 ½ to 4 ¾ hours. The distance we are able to travel is based upon road type, road condition and weather conditions.