



Hotard Coaches, Inc.  
2838 Touro Street  
New Orleans, LA 70122  
504-942-5700 \* fax: 504-944-8650  
charters@hotard.com

## Charter Terms & Conditions

In order to secure equipment and other services, signed copies of your Acceptance Contract and Charter Terms & Conditions must be on file in our office with your required payment. If your payment is not received by the due date indicated on your Acceptance Contract, your charter will be subject to cancellation with no guarantee of subsequent vehicle or driver availability.

### **DEPOSIT/FINAL PAYMENT**

A deposit of \$250.00 per bus is due within 10 days of confirming the service. Final payment is due 30 days prior to departure. Full payment is due at time of booking for all charters booked within 30 days of departure. Payments are accepted by company or client check drawn only on a U.S. bank account, wire, money order, Visa, MasterCard, Discover or American Express. Cash is only accepted at our New Orleans office, Monday through Friday, 9am to 4pm. There will be a \$25.00 charge for all NSF checks. There will be a 3% convenience fee added when paying online by credit or debit card. Include your charter number on your check or money order.

### **CANCELLATION POLICY**

If written notice of cancellation occurs:

More than 30 days prior to your charter's scheduled departure, all payments are refunded;

30 days to 15 days prior to charter departure, deposit paid on vehicle(s) cancelled is forfeited;

14 days to 1 day prior to charter departure, 50% of the cost of vehicle(s) cancelled AND all charges for optional services (tour guides, onsite staff, permits, etc.) are forfeited;

Less than 24 hours prior to charter departure, all costs are non-refundable.

### **OPTIONAL SERVICES**

Optional services such as tour guides, onsite staff, permits, etc. will be booked only upon receipt of payment for those services and are non-refundable if charter is cancelled within 14 days of departure date.

### **ITINERARY**

A complete itinerary must be provided to your salesperson at least 7 days prior to your trip and will be reviewed and approved. Extension of service/changes to service during charter is subject to availability, must be approved by our dispatch department, and may require payment by credit card at the time of the request.

### **DRIVER REQUESTS/DRIVER GRATUITY**

Requests for specific drivers are welcomed and should be made at the time of booking. We always attempt to accommodate these requests, although due to scheduling, driver assignments cannot be guaranteed. Your driver is here to serve you and your group. Therefore, if you feel your driver has shown exceptional hospitality, gratuity is appreciated.

### **ACCOMMODATIONS FOR DISABLED PASSENGERS**

Clients requiring a wheelchair accessible motorcoach must advise their salesperson when making the reservation. Our wheelchair lifts will accommodate wheelchairs only, and have a weight limitation of 600 pounds, including one person and a wheelchair. Each coach can accommodate a maximum of 2 wheelchairs inside the passenger compartment. The motorcoach seating capacity is reduced by 4 seats per wheelchair. Personal mobility devices (scooters, walkers, etc.) weighing less than 75 pounds or that can be broken down by the user are permitted to be stored in the luggage compartment under the vehicle.

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Signature

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Date

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Print Name

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Acceptance # (NOT Quotation #)

Charter Terms & Conditions continued...

**OXYGEN CANISTERS**

If any members of your party will use personal oxygen canisters, you must notify your salesperson at least 7 days prior to your trip's departure. Passengers are permitted to carry on 2 canisters inside the vehicle. Canisters stored in the luggage bays must be properly packaged in protective cases with safety caps on the valves. Canister may not exceed 4.5 inches in diameter and 26 inches in length

**PROHIBITED ACTIONS/ITEMS**

**\*SMOKING/VAPING IS STRICTLY PROHIBITED AT ALL TIMES ON THE VEHICLES.\***

Hotard reserves the right to refuse to transport any person under the influence of alcohol or drugs, or whose conduct is objectionable to the driver or other passengers, this includes foul language and aggressive behavior. Standing while the vehicle is in motion is prohibited. Alcoholic beverages may be brought onboard if every passenger is 21 years old or over, however, a cleaning/security deposit will be required. Glass containers and kegs are not permitted on the vehicle's passenger cabin or luggage bays.

Firearms are not permitted on our vehicles. Marijuana and Illegal/Controlled Substances are not permitted on our vehicles. Animals, other than service dogs, are not allowed on our vehicles.

**LIABILITY/RESPONSIBILITY**

We are not responsible for any items left onboard the vehicle or for damage to or loss of any items transported on our vehicles or handled by our drivers. Nor are we responsible for delays to your trip caused by traffic or road conditions, weather conditions, mechanical failures or any losses that may be incurred by the client for services secured through other vendors. Customers are liable for extraordinary cleaning and all repairs to our vehicle (beyond normal wear and tear) caused by the members of their party. Customers are responsible for road tolls, parking, driver's lodging, airport fees, and attraction fees.

**DEPARTMENT OF TRANSPORTATION REGULATIONS**

The Department of Transportation requires that your coach operator drive no more than 10 consecutive hours or be on duty for more than 15 hours each day without having 8 consecutive hours off. To assure that we are in compliance with DOT regulations, a complete itinerary for your entire trip must be submitted no later than 7 days prior to your charter's departure. The itinerary must include full details regarding all stops, addresses, and times the group will need use of the vehicle.

**SUBCONTRACT/FARM OUT**

Hotard reserves the right, at our sole discretion, to substitute/subcontract equipment from our fleet or another company, if necessary to fulfill this charter agreement.

**AIRPORT TRANSFERS**

Your group is responsible for notifying Dispatch of any flight changes. Services may be rescheduled based on availability. Additional charges may apply.

**FORCE MAJEURE**

Hotard Coaches, Inc. is not responsible for damages resulting from cancellations, partial cancellations, or delays in service caused by Acts of God; natural disasters; national, state, or local states of emergency; acts of war or terrorism; labor strike or lock-out; pandemic; quarantine; or any other reason beyond our control.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
**Acceptance # (REQUIRED)**  
**If you don't have this, please call**  
**your salesperson @ 504-942-5700.**