

Bookings with Yaralla Buses are subject to the following Terms and Conditions. By confirming a booking, the client acknowledges that they have read, understood, and agree to be bound by these Terms and Conditions.

## 1. QUOTATIONS

All quotes issued by Yaralla Buses are valid for 30 days from the date of issue, unless otherwise stated. Prices are subject to change until the booking is confirmed.

Quotes are provided as per the client's instructions regarding departure times, destinations and itinerary. Any variation may result in additional charges.

Quotes for overnight or extended charters do **not** include driver accommodation unless specified. Where required, suitable accommodation must be arranged and paid for by the client, unless otherwise agreed.

A quotation does not constitute a booking. Dates are not secured until written confirmation is received by Yaralla Buses.

## 2. BOOKINGS

All bookings must be confirmed in writing.

A booking is only secured once confirmation has been received and acknowledged by Yaralla Buses.

Yaralla Buses reserves the right to decline any booking at its discretion.

## 3. PAYMENT TERMS

Unless otherwise agreed, payment is due within **7 days from the invoice date**.

Yaralla Buses may require a deposit to secure a booking. Any required deposit requirements will be advised at the time of booking.

Any costs incurred in advance on behalf of the client (including accommodation, tolls, or third-party services) may require prepayment.

Yaralla Buses reserves the right to charge interest on overdue accounts and to suspend or refuse future services where accounts remain unpaid.

## 4. FUEL PRICE ADJUSTMENT

Charter rates are based on fuel prices at the time of quotation.

Where there is an increase in fuel costs prior to the charter date, Yaralla Buses reserves the right to apply a fuel levy to reflect the increased operating cost including increases between the date of quotation and the date of charter.

The client will be notified in advance if a fuel levy is to be applied. Once notified, the adjusted price will form part of the agreed charter fee.

Any fuel levy will be calculated reasonably by Yaralla Buses, having regard to prevailing fuel prices and the nature of the charter.

## 5. AMENDMENTS

All amendments bookings are subject to availability and operational requirements.

Changes to pickup times, locations, passenger numbers, or itinerary should be advised **at least 72 hours prior** to the charter.

Late amendments may not be possible and, if accommodated, may incur additional charges. Any variation affecting pricing must be accepted before the amendment is confirmed.

## 6. CANCELLATIONS

All cancellations must be made in writing.

If a booking is cancelled by the client, the following charges may apply:

- a) Charter Services:
  - More than 7 days prior: unrecoverable third-party costs only
  - 7 days to 72 hours prior: up to 25% of the total quoted price, plus unrecoverable costs
  - 72 to 24 hours prior: up to 75% of the total quoted price, plus unrecoverable costs
  - Less than 24 hours prior: up to 100% of the total quoted price

Cancellation fees will be determined reasonably, taking into account costs incurred and the ability to reallocate resources.

- b) Government Restrictions:  
Where cancellation is directly caused by government-imposed restrictions, cancellation fees will not apply, excluding unrecoverable third-party costs.
- c) Deposits:  
Deposits are non-refundable unless otherwise agreed. A credit may be offered at Yaralla Buses' discretion.
- d) Discretion:  
Yaralla Buses reserves the right to waive or reduce cancellation fees.

## 7. ADDITIONAL CHARGES

Additional charges may apply where the agreed itinerary is varied, resulting in increased time, distance, or operational costs.

Variations requested during the charter are subject to driver discretion and operational constraints.

The client is responsible for any damage caused by passengers, including cleaning, repair or biohazard costs.

## 8. OVERTIME AND WAITING TIME

Passengers must be ready at the agreed pickup time and location:

- Delays of less than 15 minutes: no charge
- Delays exceeding 15 minutes: charged in 30 minute increments (or part thereof)

Where the charter exceeds the agreed duration, additional charges will apply.

## 9. EVENT OVERRUN

If an event exceeds the scheduled finish time and the vehicle is required to wait, additional charges will apply.

All extensions are subject to driver availability and legal fatigue requirements. If continuation is not possible, Yaralla Buses is not responsible for arranging alternative transport.

## 10. PASSENGER BEHAVIOUR

The driver has full authority to ensure the safety of the vehicle and passengers.

Entry may be refused to any passenger who is intoxicated, aggressive, or poses a safety risk.

Yaralla Buses may terminate a charter without refund where passenger behaviour compromises safety or breaches these Terms.

The client is responsible for the conduct of all passengers and any resulting damage or costs.

## 11. SCHOOL AGED GROUP BOOKINGS

For school aged groups, adequate adult supervision must be provided at all times.

The client is responsible for passenger behaviour and any associated costs.

## 12. LUGGAGE

Unless otherwise agreed:

- One item per passenger (max 20kg)
- Small carry on permitted

Additional luggage must be declared in advance.

The driver may refuse unsafe or excess items. Additional vehicles required due to excess luggage will be at the client's expense.

## 13. RURAL OR REMOTE CHARTERS / ROAD AND PROPERTY ACCESS

For rural or remote charters, including periods where the driver is required to wait on-site at event locations, the client must ensure the driver has reasonable access to meals, drinking water, and essential amenities, including restroom facilities, at appropriate intervals.

Where such access is not available, Yaralla Buses reserves the right to direct the driver to the nearest suitable location to obtain these amenities. Any additional time, distance travelled, and associated costs, including but not limited to fuel and waiting time, will be charged to the client.

The client must ensure that all pickup, set-down, and event locations are suitable and safe for bus access.

Yaralla Buses reserves the right to refuse access to any location deemed unsafe, including but not limited to unsealed roads, steep gradients, narrow access points, or restricted areas.

Where access is not possible, the client must provide an alternative suitable location. Additional charges may apply.

Yaralla Buses will not be liable for any property damage where access to a location has been requested or directed by the client.

#### 14. OPERATIONAL COMPLIANCE

All services are subject to applicable transport laws, including driver fatigue regulations.

Yaralla Buses reserves the right to adjust services as required to remain compliant.

#### 15. ALCOHOL CONDITIONS

Where alcohol is permitted or expected, Yaralla Buses reserves the right to impose additional conditions at its discretion, including but not limited to:

- A refundable **\$500 cash bond**
- Restrictions on alcohol and food
- Behavioural requirements
- Additional stops (including toilet stops) may incur extra charges

The bond may be applied toward any cleaning, damage, delay, or additional costs incurred as a result of passenger behaviour. Any unused portion of the bond will be refunded following the completion of the charter.

The driver has full discretion to refuse entry to any passenger or to suspend or terminate the charter without refund where behaviour is unsafe, inappropriate, or in breach of these Terms and Conditions.

#### 16. GENERAL CONDITIONS

Passengers must arrive **at least 15 minutes prior to departure**.

If passengers are not present within 30 minutes and no contact is made, the booking may be treated as a no-show and the full fee will apply.

Seatbelts must be worn where fitted.

Smoking and vaping are prohibited.

Food and beverages require prior approval.

Yaralla Buses reserves the right to substitute vehicles where necessary.

#### 17. LIABILITY

To the maximum extent permitted by law, Yaralla Buses is not liable for any loss, damage, delay, inconvenience, or injury arising from the provision of services, except where liability cannot be excluded under the Australian Consumer Law.

Yaralla Buses is not liable for:

- Loss of or damage to personal property
- Delays outside its control
- Missed flights, connections, events, accommodation, or appointments
- Acts or omissions of passengers or third parties

Where liability cannot be excluded, it is limited to the resupply of services or the cost of doing so.

#### 18. TERMINATION

Yaralla Buses may terminate a charter without refund where safety is compromised or these Terms are breached.

#### 19. TERMS UPDATES

These Terms and Conditions may be updated from time to time. The applicable version will be the version in effect at the time of the charter.

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