Master Tours

WE GET YOU THERE.

Company Policies

ADVANCED DEPOSIT REQUIRED
A deposit of $150.00 per bus per day is required to reserve the requested equipment established by this signed contract. This deposit must be made within twenty-one (21) days upon receipt of the contract copy. Failure to make deposits/payments as requested or failure to sign and return the contract will result in the cancellation of the order without notice.

DEPOSITS PAID TO VENDORS (i.e. hotels, restaurants, attractions, etc.)
Deposits paid to vendors are the responsibility of the chartering party and are due at the time the deposit is sent to the various vendors. Your charter representative will inform you of necessary deposit amounts.

CHANGES IN RESERVATIONS
If changes occur in your motorcoach reservation such as departure time, return time, pick-up information or any other minor changes become necessary, please notify our office at least seven (7) days prior to your departure. If tickets, meals, lodging and/or other arrangements have been made on your behalf by Master Tours, a longer notification requirement may apply.

EXCESSIVE TIME
Unless noted on the reverse side of the contract, all pricing is based on a fourteen (14) hour day. Extra charges will apply if use of our driver/vehicle exceeds fourteen (14) hours on any day in the course of fulfilling the contract. On multi-day trips an excessive time charge will apply for each day of excessive time.

CANCELLATION OF ORDER
If it is necessary to cancel the order or any portion thereof, notification of such cancellation must be received by Master Tours at least thirty (30) days prior to the date of the charter. Cancellations received thirty (30) days to seven (7) days prior to the contracted date will be charged 50% of the contracted amount for a cancellation fee. Cancellations received less than seven (7) days prior to the contracted date will be charged 75% of the contracted amount for a cancellation fee. If cancellation occurs after the motorcoach departs from the terminal a cancellation fee of 100% of the contracted amount will be charged as a cancellation fee. If notice is given by telephone please record time, date and name of the company representative

accepting your notice. Failure to record this information may result in cancellation fees being accessed. (Vendor deposits will be refunded according to the individual vendor cancellation policies.)

FUEL SURCHARGE
Master Tours reserves the right to increase our charges for the proposed services due to increases in fuel cost. These increases occur without warning and are beyond our control.

METHOD OF PAYMENT
All charter orders must be paid in full thirty (14) days prior to the date of departure. Payment should be paid by money order, organization check or major credit card. Office hours are: MONDAY through FRIDAY 8:00 AM to 5:00 PM. Please note that if you decide to pay with a card there is a 3% convenience fee and ALL money orders and certified checks need to be mailed to PO BOX 14146 GREENSBORO, NC 27415 and made out to Master Tours LLC.

DRIVER ROOM
For multi-day charters, it is the responsibility of the chartering party to reserve the driver's room, unless otherwise noted.
The performance of the service detailed in the order is subject to tariff regulations and is contingent upon the carrier's ability to furnish the service.

BAGGAGE
BAGGAGE AND ALL OTHER PROPERTY WILL BE HANDLED ONLY AT THE PASSENGER'S OWN RISK AND ONLY IN AN AMOUNT THAT CAN CONVENIENTLY BE CARRIED IN THE CHARTERED BUS. Any damage to the vehicle, caused by the charter party will be charged by the carrier to the charter party.
Baggage will not be checked.
Personal baggage, musical instruments, athletic equipment and other items necessary for the purpose of the charter trip and limited to the capacity of the chartered vehicle will be transported in custody of the chartering party at no additional charge. However, carrier's liability insurance is limited for loss or damage in the amount not to exceed $250.00.

EQUIPMENT
In the event of a breakdown or other cause beyond our control, we reserve the right to substitute comparable equipment from our fleet or of another company to perform the service for which we have contracted.

ALCOHOLIC BEVERAGES
Are permitted only if prior arrangements are made with our office, (extra charges may apply). All beverages must be in cans, and a maximum of two (2) coolers are permitted inside the motorcoach, provided that they can be kept at the rear of the motorcoach without obstructing the aisle. Glass containers and kegs present a safety hazard and are strictly prohibited. Master Tours and its employees will not accept social host responsibilities in any form.

SMOKING AND REST STOPS
Smoking is not permitted on the motorcoach. For your safety, rest stops are recommended every 2 to 3 hours. Please inform our office if additional rest stops are needed.

SPECIAL NEEDS
Master Tours will make every reasonable effort to accommodate all persons with special needs. Master Tours would appreciate a fourteen (14) day notice prior to trip departure of any special needs; however, a minimum forty-eight (48) hour notice is required.

WARNING
It is a federal offense, punishable by as much as life imprisonment, for any person to threaten or interfere with the operation of, or to harm or to make any attempt to disable a commercial vehicle or its driver. We reserve the right to refuse to transport any person(s) whose actions the driver deems to be in violation of law, or any action that would affect the comfort of other passengers or would interfere with the driver's ability to operate safely.

GRATUITIES
Gratuities for motorcoach drivers are not included, unless otherwise noted. Suggested gratuity guidelines are: $2.00 to $3.00 per person per day.