

Charter Bus Services
Tips for a Smooth Booking Experience

- **Request your service as soon as you know you will need charter service to ensure the type of equipment you need is available. We are not allowed to hold equipment.**
- **When you receive your quote, you want to review all the included information, checking the dates, time of departure, size of equipment, and any itinerary information or addresses for accuracy. Let the bus service know of any changes or corrections needed.**
- **Requesting a quote be changed to a confirmation only holds that bus for 24 hours while we await your signed confirmation. If the bus service *does not* receive a signed confirmation, the bus will be released. Your signature locks in your equipment.**
- **Let the bus service know any changes to your times or itinerary so they can better accommodate you. A new confirmation will be forwarded to for your signature.**
- **Your bus service direct point of contact will be calling you a few days prior to your trip to go over the details one final time before your actual charter service. Again, any changes and/or updates will be accompanied by a new confirmation form that needs to be signed.**
- **Confirmations reflect the actual departure time. Drivers are scheduled to be at the curb for loading 15 minutes prior to you requested departure time.**
- **Please make sure to include the group leader contact information for the driver for the day of your charter. This should be your on-site person.**
- **You will be invoiced for your charter after the trip completion. Your invoice is due 30 days after the trip departure.**

Checklist

- Have all the information ready when booking your trip identified on the Customer Information Sheet**
- Receive hard copy of quote and review.**
- Email Charter Service to request confirmation or make any corrections.**
- Sign Charter confirmation and fax or email to lock in reservation.**
- Forward any changes in itinerary and times no less than 1 (one) week prior to trip departure.**
- Return customer service survey to charter after trip completion.**