



### *Charter Contract – Corporate Shuttle*

#### 1. CONTRACT TERMS:

- a. The total hours and miles submitted on the Booking Order will determine contract pricing.
- b. The minimum contract price is fixed once the Booking Order and contract are signed. Fewer participants or a shorter length of rental time will not result in a reduction of the contractual rate unless agreed upon in writing at least forty-five days prior to the charter date. Celtic Transport Logistics will attempt to be as flexible as possible within the hour and mileage guidelines set forth in the Booking Order.

#### 2. OVERTIME:

- a. Additional rental time (overtime) will be allowed when available. Celtic Transport Logistics cannot guarantee availability. Overtime is charged by the half hour (as set forth in the contract rate sheet).
- b. Unless prearranged, all overtime charges will be paid prior to delivery of services.

#### 3. RESERVE DEPOSIT:

- a. A **non-refundable** minimum of a forty percent (40%) deposit or One Hundred, Fifty dollars (\$150.00), whichever is greater, is required at signing of the contract. All additional funds paid toward the charter are non-refundable if cancellation notice is not made at least 72 hours prior to charter.
- b. Cancellations **must be submitted in writing** and received either by fax, email or U.S. Mail.
- c. If food and/or beverages are to be consumed on the coach, a twenty five dollars (\$25.00) is non-refundable cleaning fee is required. Additional funds may be charged if the interior of the coach has been exposed to blood, vomit, spillage of food and beverages or other substances requiring excessive cleaning. The bus is available for pre-charter inspection by the customer or designated representative.
- d. A **credit card must be submitted before a reservation can be made valid**. In the event of non-payment, all additional charges will be applied to the card.

#### 4. PAYMENT:

- a. Payments are to be made in cash, certified check or credit card. Checks may be accepted if received at least 20 days prior to charter date.
- b. The balance of the charter fee will be due prior to charter departure. The fee balance, if paid by credit card, must be presented with valid ID.
- c. The customer will be responsible for all extra costs such as parking, state park fees, tolls, etc.
- d. The customer agrees to pay a ten percent (10%) monthly fee for any unpaid balance and agrees to reimburse Celtic Transport Logistics for all its cost of collection.
- e. There will be a Thirty-Dollar (\$30.00) charge for returned checks.

#### 5. VEHICLE DAMAGE LIABILITY:

- a. Smoking of tobacco products, the use of illegal narcotics and/or controlled substances, or the illegal underage use of alcohol is **NOT PERMITTED** while in or near the coach. Customers or their guests who smoke while on the bus are subject to a potential fee of fifty dollars (\$50.00) per occurrence and risk immediate termination of contract.
- b. Cancellation due to contract non-compliance does not allow for a refund of deposits, fees or payment for any outstanding services.

- c. Damage to any equipment, bus parts (i.e. windows, seats, carpets, electronic equipment, etc.) will be charged to the customer at actual replacement value plus a fifteen percent (15%) handling fee.
- d. Celtic Transport Logistic will do all we can to prevent or minimize customer property damage and injury, however our employees and/or agents do not accept any responsibility for customers or their guests actions. Further, the customer and their guests agree to hold Celtic Transport Logistics, its employees and agents harmless from any wrongful actions or injuries to the customer or their guests, inclusive of the cost to defend against.
- e. Additional charges for damage will be applied to the credit card on file. Damage may include but not be limited to broken windows, ripped, stained or burned seats and/or carpet, damaged electronic equipment, etc.
- f. Celtic Transport Logistics reserves the right to refuse service to anyone posing a safety threat to persons or equipment or who refuses to abide by the company rules set forth in this contract.
- g. The company, driver or it's agent has the right to terminate the charter, without a refund, if the company, driver or it's agent feel the customer or their guests are not abiding by the rules set forth in this contract or that there are safety concerns over the conduct of the customer or their guests.

Please know that **safety is our concern of priority**. The management of Celtic Transport Logistics assures you, the customer, that we will do all we can to rectify all situations before any corrective actions are implemented. We ask for the same consideration from you and your guests.

**6. HOLD HARMLESS:**

Customer

agrees to hold Celtic Transport Logistics'; its employees and agents harmless from:

- a. Any consequences of such wrongful use of illegal drugs, alcohol or controlled substances by the customer or customer guests, including the costs to defend against the same.
- b. Any liability from damages arising out of the companies inability to perform due to Acts of God, mechanical breakdowns, traffic conditions or any unforeseen events beyond Celtic Transport Logistics reasonable control except for willful misconduct by the company, employee or it's agents.
- c. Any responsibility for items left, damaged or stolen from the bus.

**7. FOOD & BEVERAGES:**

- a. All food and beverages of your choice are allowed, providing you and/or your guest adhere to the cleaning deposit portion of this policy. Excess spillage of food and beverages may result in suspension of privileges or additional cleaning.

**b. NO BOTTLES - CANS ONLY!**

**c. ABSOLUTELY NO JELLO SHOTS!**

**8. FUEL SURCHARGE:**

- a. Celtic Transport pricing is inclusive of an average 35 miles per hour of rental. A fuel surcharge may be applied for the extra miles driven beyond the contractual average. Pricing is based on a maximum pump price of \$3.499 cent per gallon. A surcharge calculation will be based on the following:

- 1. Per gallon price difference multiplied by the extra miles divided by 8 mpg.

This surcharge does not reflect additional profit to Celtic Transport.

**I understand that receipt of the signed contract and deposit do not guaranteed service. All received booking orders are accepted on a first come, first served basis. Not until Celtic Transport has received the signed contract and the deposit has cleared is the service guaranteed.**

**I understand and agree to the terms of this contract:**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name (print):** \_\_\_\_\_ **Contact Phone No:** \_\_\_\_\_

## CLEANING DEPOSIT & CHARGES

Celtic Transport Logistics commits to our customers a clean, comfortable and odor free environment in which to enjoy your charter/tour experience. It is our goal to offer these services at the lowest possible cost to you. While we understand that post charter cleaning is a task we provide with this service, we in turn ask our customers to understand that excess cleaning represent an extra cost to our company. Our commitment to you, the customer is not to benefit from cleaning charges but rather to recoup excess costs in preparing the bus for the next charter. As a result, we have implemented a **\$25.00 non-refundable cleaning fee** for those charters that transport Food and/or Beverages. In the event that excessive cleaning is required, additional charges may be collected. It will be the company, drivers or its agent's responsibility to determine the extent of the cleaning and cost requirements. Celtic Transport Logistic encourages you to assign a representative from your party to be involved in a pre and post trip inspection. Please note that additional charges could be implemented in the event that cleaning equipment is required to eliminate orders or stains. **NO GLASS BOTTLES - CANS ONLY.**

## GRATUITIES

It is our goal to provide you with the safest, friendliest and most enjoyable charter service in Traverse City. Unless otherwise indicated a 15% gratuity will automatically be added to your invoice. If you believe the level of service does not meet this goal, please tell us. If the service meets or exceeds your expectations, please tell others.

## MISC. CHARGES

Beverage Cooler Cabinet (includes ice)	\$20.00
Parking, State Park, Tolls fees	Actual cost

I sincerely appreciate the opportunity to address your charter services requirements. If you have any questions or concerns, please feel free to call and discuss each aspect of the charter. Celtic Transport Logistics is a service-orientated transportation company. We are able to customize your needs to include shuttle services to and from the airport, hotel, church and reception halls. We also offer wine tours, restaurant shuttles and other entertainment transports for your guests while they are in town for your special occasion.



*John M. O'Brien*