

Thank you for selecting Sesanz Transportation for your upcoming trip. We are committed to providing you with the very best service possible. The confirmation you receive serves as your contract for the transportation requirements shown on it. Please review the charter details on this confirmation to confirm our understanding of the services we will provide. We must receive your signed Electronic and or signed and dated copy of this confirmation, in addition to the payments, by the due dates shown on the confirmation. Keep one copy for your files and return one signed copy with your payment.

Typically confirmations require a 25% deposit. This is due at the time of booking before a confirmation is sent . If paying by check payments are to be addressed to Sesanz Transportation. If paying by credit card a convenience fee of 3.5%, of the amount charged, may be added to the cost of each payment. Final payment is due at least 15 days before departure. Payments made within 15 days prior to departure must be cash, cashiers check, money order, wire transfer, or credit card.

Cost is based on the services detailed on the confirmation and is subject to change in accordance with your actual itinerary. An itinerary must be sent with deposit or final payment due date. Final price is determined by the actual final written itinerary. Additional use of the coach beyond the miles or hours stated on the confirmation will result in additional charges and will require a signature from the group leader at end of service.

Driver gratuity is not included in all charter prices. If it is not included in your charter price please consider tipping your driver in advance or at the conclusion of your trip. Our drivers do work for tips. We can add driver gratuity directly to your contract charges upon request. If your contract does not include a tip, please consider tipping your driver. Standard gratuity is between 10% and 25% of the contract charges. 26% + is greatly appreciated by your drivers.

Itineraries - It is (EXTREMELY) important that you email Sesanz Transportation a FULL itinerary with times, location names, and accurate addresses of each destination at least 30 DAYS PRIOR TO YOUR DEPARTURE. (Verbal itineraries are not acceptable). It MUST be in writing or email. By providing this ahead of time we can make sure our drivers are fully aware of what is required of them.

Driving overnight – In the interest of safety we have reduced the number of trips that we will book, which require the driver to drive through the night. Each trip with a late departure time will

be vetted. At that time a determination will be made if we can book the trip. If for safety reasons a trip cannot be booked, we ask that clients consider adjusting their departure time to 6:00 a.m. or later.

Cancellations – if payments are not received by the due dates on the confirmation, booked trip is subject to cancellation without notice. All cancellations must be made in writing or emailed no exceptions. Cancellations must be received within 2 weeks prior to the departure to insure a full refund. For rescheduled trips there will be a \$100.00 booking fee applied. Cancellation 24 Hours or less no refund.

Idling – Drivers are instructed not to have the {bus idle}.

Lease equipment & Breakdowns – Sesanz Transportation reserves the right to lease equipment from other companies in order to fulfill this agreement. In case of mechanical breakdowns this equipment may be the same or as close to it that can be found available at that time. In case of mechanical breakdowns, for which we can assume no responsibility or liability. Sesanz Transportation cannot guarantee the assignment of requested drivers or vehicles.

Miscellaneous information – Driver will only drive allotted DOT hours. Charters will be performed as ordered unless affected by safety, traffic, or weather conditions. Sesanz Transportation will not be held liable for loss of time due to inclement weather. Sesanz Transportation will not be responsible for reimbursement for missed ticketed events or hotel reservations due to any of the above reasons, or mechanical breakdowns.

All vehicles are equipped with DVD players and color monitors. Sesanz Transportation does not provide movies for viewing client must supply own. We will not be held responsible for any video/DVD, USB, charging stations, or wifi equipment malfunctions.

The booking client is responsible for the driver's hotel accommodations on overnight trips if applicable.

Smoking is Strictly prohibited on all coaches. All motor carriers of passengers subject to 49 U.S.C. subtitle IV, part B, shall prohibit smoking (including the carrying of lit cigars, cigarettes,

and pipes) on vehicles transporting passengers in scheduled or special service in interstate commerce.

The chartering party is held responsible for any damage to the coach and will be charged accordingly for any damage done by them or their passengers.

USB Charging Stations – Some of our coaches have USB & / or #110 charging stations on them and some do not. Of the coaches that do have them, some are at every seat and some of them are clustered in charging stations at a few of the seats throughout the coach. The #110 charging stations not at every seat are in stations of 2-4 plugs per unit. Depending on the model of coach some have a unit at the first and last seat on the drivers side. Other models have them at the first seat, one in the middle of the coach, and one at the last seat in the rear on one side. Most of our large coaches do not offer USB or #110 charging stations. Some of our mini coaches have one USB charging station above each seat. They also have one #110 charging station at the front of the coach. Please note only some of our mini coaches offer these features. We do not guarantee all USB, #110 charging stations, radios, DVD players, and CD players will work properly 100% of the time.

Wifi – Some of our coaches are equipped with complementary wifi. Due to bandwidth constrictions many streaming websites are blocks. We are not responsible and will not be held liable for what passengers on the vehicles browse online. We do not guarantee wifi will work properly 100% of the time and will not issue refunds if it does not.

Alcohol & security deposits – Absolutely no passengers under the age of 21 are permitted to consume alcoholic beverages while on the motor coach. Drivers are instructed to contact local authorities in the event that underage consumption is occurring. NO alcohol may not be brought on to vehicles for wedding charters by guests. The actual wedding party may be allowed to have alcohol on the vehicles prior to the reception. No alcohol may be brought on to the vehicles after the reception by the wedding party or any other guests. Non wedding clients wishing to have alcohol on a vehicle need to let the charter agent know when the trip is quoted or at the time it is booked. The request may or may not be granted. Only passengers over 21 may be permitted to have alcohol on the vehicles in cans or plastic containers in situations where it is permitted. No glass cups, glass bottles, jello shots, or kegs. A \$200 refundable security deposit is added to any wedding charter that provides guests shuttling or any non-wedding charter that wishes to have alcohol on the vehicle. The security deposit is not refunded if somebody gets sick on the coach, the vehicle is trashed, upholstery soaked or something is broken. If something is broken

in which the replacement cost exceeds \$200.00, then replacement cost will be charged to the chartering party for any damage done by them, or their party. Some security deposits are waived depending on the the nature of the trip. If you are not sure please ask at the time of booking. All charged fees are at the discretion of management, are final, and not subject to arbitration. By paying any amount of the charter cost the chartering party agrees to this stipulation.

It is understood and agreed that the performance of the service detailed in this order is subject to tariff regulations.

Animals – No animals will be permitted on the vehicles unless they are service animals with proper identification.

Baggage and all other property – Will be handled only at the passenger's own risk and only in the amount that can conveniently be carried in the the chartered bus. Sesanz Transportation will not be held liable for any lost or damage items brought on to or underneath any of the vehicles.

Fuel Surcharge – Sesanz Transportation reserves the right to charge up to an additional 10% of the total charter cost to cover an increase in the cost of fuel due to sudden price shocks in the market. You will be notified in the event this surcharge is required at least 14 days prior to departure. Please budget appropriately.

Driver Coercion – Clients or anyone in a chartering party are prohibited from inducing a driver to operate a commercial motor vehicle under conditions which would require him or her to violate one or more of the regulations, which the driver identified at least generally, i.e. hours of service, that are codified at 49 CFR parts 171–173, 177–180, 380–383, or 390–399, or §§ 385.415 or 385.421.

Arbitration, mediation, and dispute resolution – In the event of a dispute in which arbitration is required the chartering party will be responsible for all fees including that of Sesanz Transportation company . If a chartering party utilizes our transportation services and does not pay the bill due for services rendered, Sesanz Transportation reserves the right to take that party to court or arbitration to re-coup Sesanz Transportation costs. If Sesanz Transportation has to proceed to court or arbitration, against the chartering party, to have payment remitted, the chartering party agrees to pay all legal fees of their own and Sesanz Transportation. In the

event the chartering party is found liable and is ordered to pay Sesanz Transportation, the decision will be binding and final. Furthermore the chartering party waives their right to appeal the decision. If a client / chartering party or any passenger on a Sesanz Transportation vehicle is involved in an accident in which Sesanz Transportation is not deemed liable for, the chartering party and any passenger on a Sesanz Transportation vehicle agrees to waive their right to sue & or pursue hold liable for any reason to Sesanz Transportation.

Outstanding balances – In the event that a charter is performed by Sesanz Transportation and the chartering party defaults on payment or does not pay the final balance within 15 days, Sesanz Transportation reserves the right to charge the chartering parties credit card for any outstanding balance. In addition the chartering party waives their right to dispute any charge to their charge card for an outstanding balance. If Sesanz Transportation has to go to court or arbitration, against the chartering party, to have payment remitted, the chartering party agrees to pay all legal fees of their own and Sesanz Transportation. In the event the chartering party is found liable and is ordered to pay Sesanz Transportation, the decision will be binding and final. Furthermore the chartering party waives their right to appeal the decision.