



Frisco Coachline

5000 Eldorado Parkway, Suite 150-473, Frisco, TX, 75033

Phone: (214) 872-2220

Email: sales@Friscocoachline.com

INTRODUCTION

Frisco Coachline LLC is a modern executive transportation management company providing ground transportation services. We provide our customers with the confidence that they will receive the highest quality, most cost effective service for any transportation provided; including corporate or school functions, airport transfers, day trips, long distant charters, weddings and much more.

As a member of UMA "The United Motorcoach Association", it goes without question that we commit to a policy of safety and reliability by being compliant with all state and federal guidelines, as mandated by FMCSA and TX DMV. Moreover, handling and operating our clients with proficient corporate account specialists insures that our customers are provided with a well knowledgeable staff and the most reliable transportation equipment that is of state of the art.

Why choose Frisco Coachline LLC? Firstly, our area of expertise is providing clients with a transportation solution that is unmatched by anyone in the industry. Secondly, our goal is to provide our clients with a fleet that is luxurious, well maintained, and innovative in design and function. Furthermore, competitive pricing on late model motor coaches, professional and knowledgeable customer service and uniformed licensed drivers are what we pride ourselves on.

At Frisco Coachline LLC, we offer client support services for all of our accounts. This includes, billing, contract, special requests and itinerary changes, and it establishes accountability and most importantly creates a sense of your very own private liaison in handling any and all vital logistics for your transportation event. We are confident that our experience, resources and knowledge will aid in securing a mutually beneficial and long- term business relationship.

We appreciate the opportunity to provide you with an outstanding transportation experience and look forward to serving you. Please do not hesitate to contact us with any questions you may have before you confirm a booking. Thank you.

Frisco Coachline LLC
Management
214-872-2220
www.Friscocoachline.com

DOT # 2338271



Frisco Coachline

RESERVATION FORM

ORGANIZATION:

ADDRESS:

STATE:

ZIP CODE:

MOBILE PHONE:

EMAIL ADDRESS:

ADDITIONAL CONTACT DETAILS NEEDED:

CONTACT:

CITY:

PHONE:

TRIP DETAILS

TRIP DATE:	<input type="text"/>	TRIP TYPE:	<input type="text"/>
PICK UP TIME:	<input type="text"/>	NUMBER OF PASSENGERS:	<input type="text"/>
TYPE OF VEHICLE:	<input type="text"/>		
REFERRED BY:	<input type="text"/>		
PICKUP LOCATION:	<input type="text"/>		
ADDRESS/CITY/STATE/ZIP:	<input type="text"/>		
PICKUP LOCATION (2):	<input type="text"/>		
ADDRESS/CITY/STATE/ZIP:	<input type="text"/>		
DESTINATION LOCATION:	<input type="text"/>	DATE:	<input type="text"/>
		DEPART TIME:	<input type="text"/>
ADDRESS/CITY/STATE/ZIP:	<input type="text"/>		
DESTINATION LOCATION (2):	<input type="text"/>	DATE:	<input type="text"/>
		DEPART TIME:	<input type="text"/>
ADDRESS/CITY/STATE/ZIP:	<input type="text"/>		
DESTINATION LOCATION (3):	<input type="text"/>	DATE:	<input type="text"/>
		DEPART TIME:	<input type="text"/>
ADDRESS/CITY/STATE/ZIP:	<input type="text"/>		
DEPARTURE-FROM-DESTINATION-DATE:	<input type="text"/>	TIME:	<input type="text"/>
PRICE YOU WERE QUOTED(must be included):	<input type="text"/>		
SPECIAL REQUEST:	<input type="text"/>		

CREDIT CARD AUTHORIZATION

Name of organization:

Date of Charter:

Client Phone Number:

ALL FIELDS IN THIS FORM MUST BE FILLED OUT

Payment Schedule

TOTAL COST = \$

25% DEPOSIT = \$

Due on the day of booking

BALANCE = \$

Due 14 days prior to departure

CREDIT CARD PAYMENT AUTHORIZATION

Name on C.C.

Credit Card Type:

Expiration Date on Card:

Cardholder Address:

State:

ZIP CODE:

Credit Card Number:

3-Digit Security Code

4-Digit AMEX Code

W

I _____ authorize Frisco Coachline, LLC to charge my credit card according to the payment schedule above and for any additional charges per the terms of the contract, relating to and beyond the original services requested. I agree to all of the provisions of this agreement as outlined in the "Terms and Conditions" of the contract.

Cardholder's Signature

Cardholders phone #

Cardholders email:

DATE:

Please sign and email back to Sales@Friscocoachline.com along with a copy of the front and back of the credit card and Drivers License of the card holder.

TERMS AND CONDITIONS

Payment Policy

Frisco Coachline requires a valid credit card to hold and secure your reservation. Your credit card will be charged for deposits and balances as follows: Deposit 25% due upon receipt of confirmation - full balance due 14 days prior to departure date, subject to change with prior agreement. Frisco Coachline accepts certified checks, credit cards or cash. By providing Frisco Coachline, with your credit card/debit card Frisco Coachline is not responsible for any overdrawn bank fees. All customers paying by check authorize Frisco Coachline to authorize the credit card on file and then if the check is not received by the payment due date then Frisco Coachline will charge the credit card for the full charter cost. If the reservation is made within 15 days of charter date a certified check must be received. No exceptions.

Reservation And Itinerary

Once this reservation form is processed Frisco Coachline will send you a charter confirmation (process can take up to 72 hrs). Client agrees that if Frisco Coachline does not receive your final itinerary at least 10 days prior to departure date then Frisco Coachline is not responsible for errors such as wrong pick up times, locations, and vehicles. Itinerary must be emailed to info@Friscocoachline.com.

Surcharges

Client is responsible for all parking fees and toll charges unless prearranged with Frisco Coachline at the time the reservation is made. **The client must also provide a private room for the driver for all overnight charters for the duration of the stay. No exceptions.** If the national average for diesel fuel rises above \$4.00 per gallon an additional 10% surcharge will be added to this price. For every 25 cents fuel cost rise, an additional 2.5% will be added to this price.

Cancellation Policy

Frisco Coachline must receive all cancellations in writing only. Cancellations are only valid if made by the person whose name appears on the contract. A \$100.00 clerical fee will be assessed on any cancellations, regardless of the time of cancellation, except when the charter is over \$5000 then there is a \$250 administrative fee. Cancellation Policy continues as follows: **25% deposit is non refundable once it has been paid, no exceptions. Prior to departure date: 30 to 14 days 50% of total charter cost, 13 days or less 75% of total charter cost.** Cancellation policy also applies to clients that reserve a vehicle less than 30 days before departure. Charter is subject to cancellation if payments are not made by due date. Client agrees that Frisco Coachline must receive their cancellation in writing via email. Frisco Coachline reserves the right to cancel this reservation if your requested vehicle is no longer part of our fleet, has mechanical fault or if client is late on their payments. If your requested vehicle is unavailable you may approve Frisco Coachline to continue to seek other alternative vehicles to accommodate your travel needs. Authorizing Frisco Coachline to seek another vehicle may increase your charter cost rate, you may decide at that point if you would like to proceed with the new vehicle and new charter rate.

Overtime

Overtime time is available at the driver and companies discretion. A driver will not be permitted to drive beyond federally mandated law. Overtime rates as agreed with client. Any trip over 12 hours the driver must have 8 hours off duty before resuming driving duties.

Contract Changes

Contract and itinerary changes must be received in writing and must be approved by sales staff member. All changes must be submitted to Frisco Coachline at least seven (7) business days prior to charter departure date. Please send requests to info@Friscocoachline.com. No change or modification of this confirmation shall be valid unless approved by Frisco Coachline and changes may increase your charter rate.

Breakdown Or Delay

Frisco Coachline reserves the right to lease equipment from other companies to fulfill this agreement. In the event that Frisco Coachline for reasons beyond it's control or due to break down, is unable to perform under this contract, and unable to provide replacement transportation, which Frisco Coachline shall select at it's own discretion, Frisco Coachline liability shall be limited to a refund of any monies paid by the customer hereunder, without regards to incidental, consequential or special damages, whether foreseeable or not. Frisco Coachline has the right to upgrade a vehicle at their own discretion without notice. If there is a problem with a charter in progress, client must contact Frisco Coachline, dispatch department at 214-872-2220 and make them aware of the situation. If client does not contact our 24 hour dispatch department while problem is occurring Frisco Coachline will not be held liable for any issues. Frisco Coachline is not responsible for loss of time to due to mechanical failure, inclement weather, or road conditions (road repair, accidents) or other situations over which Frisco Coachline has no control. If an event is cancelled due to inclement weather (only if the venue closes) Frisco Coachline has the right to charge the client up to a \$500.00 cancellation fee. If the client cancels because of inclement weather but venue is open Frisco Coachline reserve the right to charge 100% of charter cost. In the event that the vehicle supplied by Frisco Coachline sustains mechanical, electrical or other problems to render it inoperable, Frisco Coachline shall, at its sole option and discretion provide another vehicle (color may vary) of comparable quality and cost to complete the charter obligation and that such replacement vehicle will satisfy Frisco Coachlines responsibility under this agreement. There will be no refund if an alternate vehicle(s) is supplied. If a bus arrives at the scheduled pick up location and no passenger's board vehicle 1 hour after scheduled pick up time Frisco Coachline has the right to cancel services on the spot and is not obligated to go to the destination. Client will not be refunded. **If the passengers have to wait for their bus more than one hour after the scheduled pick up time then the service can be cancelled without a penalty. A full refund will be issued within 7 to 10 business**

SIGNATURE

DATE

Mechanical Or Company Faliure

In the event that one or more electrical systems including Air Conditioning, Heat, Restroom, Radio, wifi and Televisions malfunction, Frisco Coachline sole liability in such an instance shall be limited to five percent (5%) of the Charter cost, regardless of the number of mechanical or electrical problems encountered. Should Frisco Coachline be responsible for response time or time delay due to company negligence, (defined solely by a dispatch error on Frisco Coachlines part, and not the customer) Frisco Coachline’s sole liability in such an instance shall be the following: 1) For any Day Trip, the liability of Frisco Coachline shall be limited to five percent (5%) of the Charter cost for a specific vehicle for each 30 minute period in which that vehicle is late after the first 30minutes after pick up time, not to exceed twenty percent (20%) of the total Charter cost;

2) For any Over Night Trip, the liability of Frisco Coachline shall be limited to five percent (5%) of the total Charter cost for a specific vehicle divided by the number of days set forth under Client's fully executed final confirmation for each 30 minute period in which that vehicle is late after the first 30 minutes after pick up time, not to exceed twenty percent (20%) of the total Charter cost divided by the number of days. Frisco Coachline liability hereunder is limited to the amount stipulated in the confirmation and is not liable to client for any and all consequential damages, including, but not limited to, the costs of hiring substitute and/or additional transportation, spoiled catering, food and/or beverages, concert theater, sports and/or other event tickets, admissions cost, reservations, plane or train tickets, and/or any and all other losses related to late pickup or no-show of requested transportation. Frisco Coachline shall not be liable for any incidental, consequential, or special damages, whether foreseeable or not, as a result of such delay. Any credits issued towards a future charter expire one year after original charter date.

We cannot guarantee the assignment of any requested drivers, vehicles or amenities.

Damages

Any damages to the vehicle caused by the client or his/her guest will be charged at full cost (including down time) to the client. Any excessive interior clean-up required will be charged to the client at a minimum of two hundred dollars (\$200.00) per occurrence. In addition if a passenger aboard the bus vomits then a minimum cleaning charge of \$400 will be charged to the client. All vehicles are strictly non smoking and a \$400 penalty will be assessed if anyone is found violating this rule. The client is legally and financially responsible for any and all interior and exterior damages caused to the vehicle during the trip by the passengers. No glass containers or kegs are allowed on the coach at any time. If during or after the transportations service, Frisco Coachline is required to expend a greater than normal amount of time and material to clean the equipment properly due to the acts of the passengers, Frisco Coachline will charge the chartering party's credit card for additional costs to cover such time and materials. Frisco Coachline is not responsible for any personal belongings left in the bus by the passengers and is not obligated to find them.

Charter Termination

It is the chartering party's responsibility to notify Frisco Coachline in advance that there will be food/or alcoholic & non-alcoholic beverages brought on board the coach and to find out what is acceptable. No smoking, drugs, sexual activity or illegal substances are allowed in the vehicle. No alcohol may be consumed by any persons unless all passengers are at least twenty-one (21) years of age. We reserve the right to refuse such service to any person who, in our judgment, is incapable of taking care of themselves or whose conduct violates these policies, is object able, or presents a hazard to other persons, chauffeur, or vehicle. Upon such determination, Frisco Coachline shall be deemed to have completed its obligations to client under the charter, and may terminate its service to client under charter by dropping client off at the client's home, nearest police station, or any other point mutually agreed to by Frisco Coachline and the client.

Refund Policy & Post Charter Concerns

Please contact customer service regarding customer refunds at 214-872-2220. Your request for a refund must be submitted in writing. The failure of any party at any time to insist upon strict performance of any condition, promise, agreement or understanding set forth in this contract shall not be constructed as a waiver or relinquishment of the right to insist upon strict performance at future time. All refunds will be reviewed by management. This Request for refunds must be given no later than 30 days after your trip. Frisco Coachline appreciates your business and will work diligently to resolve any concerns you may have. Client agrees that this agreement was made and/or to be performed in the state of Texas and, therefore, shall be governed by, and construed in accordance with, the laws of the state of Texas.

BY SIGNING THIS PAGE YOU ARE AGREEING TO THE TERMS AND CONDITIONS ON ALL PAGES.

SIGNATURE

DATE

