




Terms and Conditions

- 1) Fleet: Royal Star Hawaii (RSH) operates a fleet of over 40 vehicles: SUV, Limousine, Vans, Mini Buses and Motorcoaches, with select coaches being accessible .
- 2) Booking Policy: Vehicles may be reserved with a 50% non-refundable deposit (see Payment Policy / Terms), and written order by fax (808-832-5574) or email (sales@royalstarhawaii.com). You will receive a "Trip Confirmation Report" and "Confirmation Number" from us as acknowledgement of your order. If you have not received confirmation within 3 days of placing your order, please contact our office immediately to be sure we received your request.
- 3) Payment Policy / Terms: Full payment is due 15 days prior to the service date. For your convenience we accept cash, cashier's checks, company checks, Visa, Mastercard and American Express. Original trip confirmations do not necessarily reflect actual charges. Customers will be billed for the amount of time the vehicle was booked regardless if the trip returns early. Any changes, additions, or deletions may change the charges for the trip. RSH will not be responsible for delays due to heavy traffic, accidents or severe weather. With customer's authorization, and availability permitting, customers may extend charter time, and shall be billed accordingly. For our customers with existing credit, please see your contract for full terms.

To secure any overages, a credit card or cash deposit of 10% of your quote is required. You will be notified of any overage and you approve us to charge for it.

RSH shall not be held responsible for any losses other than the cost of the charter should an appointed time or event scheduled by the group be missed due to any fault of RSH.

All legal fees incurred by RSH in collecting for any part of this contract are the responsibility of the chartering party and/or booking agent.

- 4) Cancellation Policy: Charges will be incurred for late cancellation made within the following timeframe prior to movement.
 - Entire fleet movement cancellation over 6 or more vehicles; within 90 days=50%, within 30 days=100%.
 - Entire fleet movement cancellation 5 vehicles or less; within 30 days = 50%, within 15 days = 100%.
 - Fleet movement adjustment, within 48 hours = 50%, within 24 hours = 100%.
- 5) Lost and Found: RSH is not responsible for lost items. The chartering party should check for any items left on the vehicle before exiting. If RSH finds an item at the conclusion of a trip, the customer shall be responsible for the cost of shipping to return item (if applicable).
- 6) Smoke-Free / Food & Drink Policy: We are proud to offer a smoke-free environment and ask that all food and beverages be consumed before entering the vehicle. Alcoholic beverages are prohibited by law in the cabin of the vehicle.
- 7) Damage Protection: We retain the right to refuse any charter, or to require charterer to pay for security, additional fees, deposits, or any cleaning or damages, at our sole discretion.
- 8) Contact / Emergency Information: Open daily Hawaii Standard Time
 Sales & Reservations: 8:00 a.m. – 5:00 p.m. PH: (808) 841-7827; Fax: (808) 832-5574; Email: sales@royalstarhawaii.com
 Dispatch: 5:00 a.m. – 9:30 p.m. PH: (808) 832-5572; Email: dispatch@royalstarhawaii.com

I have read and understood these terms and conditions.

Signature

Company

Date

Print Name and Title



Phone: 808-832-5572

Fax: 808-832-5574

Date:

Pages: 1

Subject: **Credit Card Authorization**

I, _____ authorize Royal Star Hawaii Motorcoach Tours and Destination Services to charge my credit card as indicated below for purchase.

Type of Credit Card (circle one): Visa / Mastercard / Amex

Name as it appears on card: _____

Credit Card Number: _____

Expiration Date: ____/____ Authorized Deposit Amount: _____

Authorized Signature: _____

Billing Address (street / city / state / zip code :

Billing Phone Number: _____

Activity Date: _____ Quote Name: _____

Your sales person: _____

Group Name: _____

Overage Authorization

I additionally authorize Royal Star Hawaii Motorcoach Tours and Destination Services to "Pre Authorize" my credit card for 10% of the amount charged above and, at their discretion, \$300.00 for a damage deposit. This is to be used to settle overages, incidentals and damaged I may incur as a result of my charter. I understand that this pre-authorization will reduce my credit limit like a charge does, but does not request funds from me. If no overage or damage is incurred, the Pre Authorization will be released after my charter.

Authorized Signature: _____



Aloha on Wheels®

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