



To our Clients

Thank you for contacting us to inquire about our service. Please review what you can expect from us and our expectations for our service.

Hourly

We are currently charging \$180.00 per hour for highway coaches and \$155.00 per hour for smaller units, unless a flat or contracted rate is offered. The charge is calculated from the time we leave our yard in Courtenay until we return. Additionally, we charge a set and reset of one hour. This covers the time to pre-trip and post-trip the coach, refuelling, cleaning and dumping the septic. There is a 3-hour minimum for coaches and a 2-hour minimum for smaller units, per transfer.

Overnight

This is charged when the coach does not return to the yard and therefore is not available for other work. In this case we charge a flat rate / day for the coach, which includes the set and reset mentioned above. Additionally, we charge a driver per diem of \$75.00 / day, which helps cover the drivers' meals and daily incidentals. The client is further responsible to book and cover the cost of a single room for the driver. Any parking, ferries, or entry fees required can be arranged by us and charged to the client.

Payment

If you have an account, payment is due on the receipt of our invoice. A PO# is requested to guarantee bookings. Payment by cheque, EFT or e-transfer. If you do not have an account, payment must be received 30 days prior to the first date of your charter.

Cancellation policy

We do not have a cancellation policy. We understand that "Stuff Happens." We will consider all requests for cancellations on a case-by-case basis. Refunds for approved cancellations will not be made till after the charter date. We ask that you provide us as much notice as possible if you need to cancel. Our drivers depend on the work, and short-notice cancellations cost us and drivers income.

Conduct

Passengers are to be properly supervised during the charter. It is the teachers' / chaperons' / hosts' responsibility to ensure that passengers remain in their seats, wearing seatbelts provided, and conduct themselves appropriately. Drivers are there to drive, not monitor passengers.

Food and drink

There is absolutely no consumption of alcohol on any Comox Coach vehicle. We require that food or drink is not consumed on the coach other than water. When necessary, we ask that the group clean up the large / bulky stuff. Large garbage bags are provided for this by the driver. This does not mean a spit and polish, just a quick tidy of pizza boxes or food bags. There is a \$500.00 refundable damage deposit required for all events involving alcohol.

Drivers

Our drivers are fully qualified and peer-reviewed regularly. The driver will preplan the route for the trip based on pickup and destination locations provided by the client. As they are the professionals, they know the limitations of the vehicle. Please allow them to do their jobs.

Cargo

Bags/equipment are to be handled and loaded by the passengers. Our drivers will open cargo bays and aid but are not there to pack bags. Sound system volume controls and changing AV are the client's responsibility once the vehicle is in motion.

Hours of Service

The driver is legally responsible for operating within the "Hours of Service." This is a set of laws legislated by the federal government to ensure drivers do not become fatigued and therefore unsafe. A PDF can be provided which explains these complex rules. Simply, drivers cannot drive for more than 13 hours per day, be on duty for longer than 14 hours per day or be on shift for longer than 16 hours per day.

ELD

Electronic Log Device. We use an ELD which monitors the drivers' hours and the coach location. This is a legal requirement to ensure HOURS OF SERVICE. We can provide the group lead with a link to the coach location so that parents can view; this helps with the pickup timings.

Insurance

Comox Coach & Shuttle carries the maximum insurance coverage available; we maintain a breakdown kit which includes tire chains, fire extinguisher, first aid kit and emergency triangles. We are regulated by the Passenger Transportation Board of BC, are in good standing with WCB, CVSE and ICBC. Drivers' locations are monitored by Electronic Log Device (ELD) and, for out-of-area coverage, SPOTX 2-way text/email messaging is used in case of emergencies. Our ELD system captures both forward and in-cabin video for the client and company's protection.

Breakdowns

Our coaches are properly serviced and maintained; however, we are not responsible for breakdowns due to unforeseen failures. Any additional costs are the sole responsibility of the client. This includes, but is not limited to, hotels, ferries, and meals. We will do everything possible to mitigate costs. In the event of a breakdown, there will not be any additional charges for our time, but there will be no discount or compensation as a result.

Partnerships

We have a very good working relationship with other charter companies. In the case of a breakdown (which rarely happens), we can reach out for help. In the case of a mechanical issue prior to a charter, we can make other arrangements so your trip can still proceed. You will not be charged any more than our original quote or plan for service. HOWEVER, if we need to cancel a trip with short notice (has never happened), we will not be held financially responsible for any costs incurred by the client.

Adverse driving

Winter weather driving is always a concern. Drivers will operate the coach with safety as the only priority. If timings and schedules are missed due to weather conditions, Comox Coach will not be held responsible. There will be no discount or compensation because of missed bookings or timing due to weather, traffic or breakdowns.

Gratuities

We are one of the only companies that do not charge a gratuity upfront. We understand that some outings require fundraising to achieve. We have built our business on customer service. Our drivers work hard to make every charter successful and special. We have the best drivers / hosts in the industry, and if you can provide a tip, it is greatly appreciated.

We thank you for your interest in our company. If you have any questions, please do not hesitate to contact us.

Servitium Nulli Secundus.