

**Hesscar AG**

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**Dear Customer**

We are happy that you have requested an offer or that you have entrusted us with your order. In doing so, you have taken the first step towards a successful trip. We are a member of ASTAG, and as such we are not only obliged, but it is also part of our commitment to professional ethics, to give you some information to help you better understand and interpret our offer/order confirmation.

**ASTAG Quality**

- Trained and experienced professional drivers
- Optimized vehicle maintenance
- Speedy availability of replacement vehicles in case of breakdown
- Optimal vehicle maintenance, clean, well-maintained and very comfortable. All vehicles meet the Euro 5/6 emission standard.

**Fares**

Fares depend on the following factors:

- Season
- Vehicle size
- Comfort offered
- Route chosen (distance and time spent)
- The bus company must uphold its offer for 14 days
- As the legal requirements must be respected, especially those included in the Ordinance on Hours of Work and Rest (ARV/OTR), it may be necessary, according to the route chosen, to include a 2nd driver if the maximum driving time exceeds 9 hours and the maximum daily workload exceeds 13 or, exceptionally, 15 hours. Do not hesitate to contact us if you are in any doubt about price differences. The ordinance serves your safety.

**Driver expenses**

Accommodation and food costs that concern the driver and are not covered by the hotel or restaurant will be charged to the customer.

**Corkage fee**

You are welcome to bring food and drinks and, of course, use the vehicle's infrastructure. For this convenience, we take the liberty of charging CHF 50.-.

**Road fees**

In almost all European countries, road fees are levied. Such road fees are included in our prices and are listed on the booking confirmation.

**Night surcharge**

Due to the Ordinance on Hours of Work and Rest (ARV/OTR), drivers returning home late may not be used on the following day. Therefore, we must invoice you a one night supplement. This rule only applies to one-day trips and does not apply to trips over several days.

**Tips**

In our field of activity, tips are still customary and, of course, depend on the services rendered (approx. CHF 2 per day and per person).

**Organisation**

We always take pleasure in organising your trip from A to Z. Our travel planning fee is CHF 25 per file. No fee is invoiced for trips over several days. Upon demand, we can also print your trip programmes at cost price.

**Cancellation fees (upon placing an order)**

Up to 20 days prior to start of trip: CHF 50.  
 19 to 10 days prior to start of trip 10%\*  
 09 to 04 days prior to start of trip 20%\*  
 03 to 00 days prior to start of trip + No Show 100%\*  
 \*of the arrangement, or the minimum expected gross coach turnover. Advance payment for third persons will be invoiced additionally to the client, as well as any organisational surcharge.

**Miscellaneous, fuel, insurance**

We reserve the right to adjust any of our coach prices already offered or confirmed in the event of any unforeseeable fuel price increase.

We are not liable for damage, loss or theft of your luggage and it is not insured by us. In case of delay due to heavy traffic, traffic jams, accident, air traffic congestion, road redirection, delayed border clearance, strike or force majeure, we assume no liability. This also applies to possible connections such as in air, rail and shipping traffic.

**Number of participants**

For one-day coach trips, the number of participants must be communicated up to 3 working days prior to the trip date. For trips on Saturdays or over several days, we must be informed about the number of participants 1 week prior to the trip date. The number of participants communicated is binding and will serve as the basis for your invoice.

**Onboard behavior**

Special cleaning in case of extraordinary soiling will be charged on a time and material basis. It is strictly forbidden to possess or consume any prohibited substances onboard. Smoking is prohibited in all vehicles.

We reserve the right to issue a warning or expel a passenger from the vehicle in the following cases: in case of inappropriate behaviour or disregard of the instructions of the personnel, which disturbs or endangers the other passengers or the driver. In this case, no costs or liabilities will be assumed by us for the return journey.

**Please note any other information that is on your offer or order confirmation.**