

Charter Terms & Conditions

Payment

Credit card details will be collected at the time of reservation. We accept; Visa, MasterCard, Amex. 150% times the charter value will be pre authorized 24 hours prior to departure. The charter balance will be processed post trip within 5 business days. Alternatively, you can provide the driver with a cheque made out to; 947465 Ontario Ltd. the day of the charter.

Cancellation

Cancellations occurring outside of 5 business days will result in no penalty. Cancellations and no shows occurring within 5 business days or less will be 100% non refundable. In the case of a pandemic, a minimum of 24 hours notice is required to receive a refund. Exemption; road closure issued by the government due to weather.

Damage/cleaning

The charter party is responsible for, and will be billed for, any excessive cleaning (spills or excessive garbage) starting from \$250. Any repairs required from damage will be an additional charge. Equipment We reserve the right to substitute equipment.

Driver request

Specific driver requests can be made, we do our best to honour specific driver requests however cannot be guaranteed due to scheduling.

Itinerary modifications

Any changes to the itinerary once the charter has departed, must be approved by our office and not the driver. The charter party will be required to sign the driver's charter order for any additional charges that may occur as a result of the change.



Service delays

Voyago will not be liable for matters beyond our control including; but not limited to, traffic congestion, weather conditions, mechanical failure, or act of God. Loss of time may result in having to adjust your itinerary.

Not included

Parking, tolls, and drivers accommodation on multi day trips, unless stated on the charter quote. Gratuities are not included in the price of this trip and can be provided directly to the driver at your discretion or added to the trip cost at time of booking.

Lost and found

Voyago shall not be liable for items left on the bus. Please contact your charter specialist to inquiry if a lost item has been found. Items left will have to arrange for pickup at one of our locations by the owner. After 30 days, items will be disposed.

Smoking/vaping/alcohol

Federal law prohibits smoking tobacco/cannabis/vaping and alcohol on buses.

Health & safety

Please remain seated at all times when the vehicle is in motion. The use of hand sanitizer provided for you while boarding, reboarding, and while on the bus is recommended.

Thank you for choosing Voyago Charters. We take pride in your ride.

