



Terms & Conditions

Upon receipt of the reservation please review all the details (date, times, locations, customers name, telephone number and total number of passengers being transported). If any of the information appears to be incorrect, please contact our office immediately to correct it. This confirmation will serve as contract between Bus Connection and the customer. The costs are based on the services detailed above and are subject to change in accordance with your final itinerary.

All itineraries must be submitted to Bus Connection 7 days for Local service and 14 days for Over the Road service prior to the trip. If the final itinerary submitted varies from the originally quoted and or booked itinerary, the rate is subject to increase.

For Local Trips a 20% deposit is required for each vehicle booked. Deposit is Non-Refundable and is forfeited upon cancellation. The remainder of the balance is to be paid in full 7 days prior to the date of service. There will not be any refunds within 7 days of service. Proper cancellation must be made via email 7 days prior to reservation date to avoid full charge of remaining balance (Please note exception for 50-56 passengers of 14 days prior).

For Over the Road Trips a 30% deposit is required for each vehicle booked. Deposit is Non-Refundable and is forfeited upon cancellation. The remainder of the balance is to be paid in full 14 days prior to the date of service. There will not be any refunds within 14 days of service. Proper cancellation must be made via email 14 days prior to reservation date to avoid full charge of remaining.

Overtime on services is always welcome, but the ability to do so is dependent on availability. If the client would like to extend the services, please contact 1-888-716-2552.

Wait time charges will start accruing after the first 20 minutes of the scheduled pick-up times, overtime charges will start accruing after 15 minutes past the scheduled drop off times.

For overnight and/or “Over the Road” trips, it is the responsibility of the customer to ensure that the hotel booked for the driver is a 3-Star minimum establishment. Drivers must be booked in a single occupancy room. No room sharing, college dormitories, Bed and Breakfasts, or private residencies are allowed. It is the responsibility of the customer to ensure that the hotel has bus parking available for the extent of the drivers’ stay. If parking is not available in the area, previous arrangements must be made verbally with our office and approved by management in advance of the trip. All fees associated with parking or shuttling of the driver are the responsibility of the customer. If the customer fails to make any such arrangements, Bus Connection deems the hotel or parking to be of substandard quality of security, Bus Connection reserves the right to book the most convenient option available with sufficient parking at full charge to the client.

In the event of a breakdown, Bus Connection will make every reasonable effort to provide a replacement vehicle. Bus Connection is not responsible for delays or terminations due to inclement weather and poor and unsafe road conditions. Client assumes full financial responsibility for any damage to the vehicle caused during the duration of the rental by them or any members of their party. A minimum \$250 cleaning / sanitation fee will be charged if the vehicle is left unclean by the client. Charges may exceed \$250 if the vehicle must be professionally cleaned.

The Customer and all passengers in Customer's party are expected to conduct themselves in a manner not injurious to themselves, to third parties, or to the hired vehicle. Customer agrees to indemnify Bus Connection for any damages and attorney fees resulting from any third-party claims as a result of the acts or omissions of Customer or the Customer’s party.

For all bus charter and shuttle services we require a coordinator (as well as coordinator’s mobile phone number where we can be in touch during the shuttle service) to be provided by the customer in the contract. The coordinator or the customer will be the sole party responsible for coordinating with the drivers during the duration of the service and directing passengers to the vehicle. Not having a coordinator may cause passengers to not to properly locate the vehicle and confusion between drivers and passengers. As such, neither Bus Connection nor its agents are responsible for failure of passengers to locate the shuttle service. If the contact person may not be reached at the time-of-service Bus Connection will not be responsible for any damages. Scheduled stops, drop-offs and/or turnaround times may be longer than anticipated based on traffic / road conditions and such Bus Connection shall not be liable for any delays. Upon arrival at the airport, the client must contact the driver directly to pull up from the staging area. If the client is unable to locate the driver, please contact us at 1-888-716-2552 immediately.

Alcoholic beverages are NOT allowed on any of our vehicles traveling within or through the City of Chicago by City of Chicago ordinance. Alcohol consumption within the city limits is allowed only with licensed security guard on board paid by the customer and can be hired through Bus Connection. Drug use is prohibited by law.

Unapproved alcohol on board will result in a minimum \$1000.00 fine. Any and all fines will be paid for by the customer. Consumption of alcoholic beverages by passengers under the age of 21 years of age is prohibited by law. Driver has the right to terminate run without refund if there is blatant indiscretion on the part of the client(s). Smoking is not allowed on any of our vehicles. Fee of \$250.00 for each carpet or seat burn will be charged if damage occurs by the charter group or anyone in the vehicle.

Vehicles cannot be loaded beyond seating capacity; standing is not allowed on any of the vehicles.

Bus Connection will not be responsible for delays or termination caused by acts of God, public enemies, authority of law, quarantine, perils of navigation, riots, strikes, the hazards or danger incident to state of war, accidents, breakdowns, bad road conditions, snow storms and other conditions beyond its control and does not guarantee to arrive at or depart from any point at a specific time. Bus Connection will endeavor to maintain the schedule submitted to its agent or employee, but same is not guaranteed. If any of the above conditions, or any other condition beyond its control, make it, in the opinion of Bus Connection, inadvisable to operate vehicles, either from the place of origin, or to any point en route, Bus Connection shall not be liable therefore or be caused to be held for damages for any reason whatsoever. The Customer will be held responsible for any and all damage incurred to the vehicle by the passengers for duration of the event.

Bus Connection driver will be furnished with a copy of the entire agreed upon itinerary, and driver will be specifically instructed to strictly follow it. If you make any changes in the agreed upon itinerary at the time of service, Bus Connection will not be responsible for the damages or the delays that occurred due to the changes of itinerary and may be subject to additional fees at the discretion of Bus Connection.

Extra charges will apply for any extra stops for point to point and airport drop offs and pick-ups. Charges may vary depending on distance, wait time or other circumstances. For point to point transfers wait time charges will apply if passenger/s do not load / depart within 20 minutes of the scheduled pick up time, rate will vary depending on vehicle type. To avoid any discrepancies in fees please contact our office with any additional stops or wait time.

All unpaid deposits, balances, and overtime are authorized to be charged without additional authorization, with either verbal or signed acceptance of services.

If enforcement of this agreement is referred to an attorney and/or collection agency, Customer agrees to pay all attorney and/or collection fees.

Bus Connection reserves the right to substitute one vehicle or more vehicles for a booked vehicle providing the Customer the same or greater seating space in total. Bus Connection reserves the right to lease equipment from other companies in order to fulfill this agreement.

Any downsizing of previously reserved duration of service or vehicle size will not relieve Customer from the responsibility of paying the full amount of the originally scheduled charter.

Please note that only select vehicles in our fleet are equipped with seatbelts, and that a vehicle with seatbelts is not guaranteed. Please keep this in mind if your service will include transportation for children.

Bus Connection is not responsible for: Loss or damage to luggage including contents, Carry-on items that may be damaged in transit, cash, jewelry and computers, items left in vehicles. In no event shall Bus Connection or any of its affiliates, or any of their officers, directors, employees, agents, representatives, information providers or licensors be liable for any direct, indirect, incidental, special, consequential, punitive or other damages (regardless of the form of action) arising out of (i) use of the service by any person, including but not limited to any damage caused by any reliance on, or any delays, inaccuracies, errors or omissions in, any information and content accessed over the service, (ii) any use or inability to use the service for whatever reason, including but not limited to communications failure or any other failure with transmission or delivery of any information accessed through the service, or (iii) any goods or services discussed, purchased or obtained, directly or indirectly, through the service, in each case even if advised of the possibility of such damages.

Customer agrees that any and all disputes and claims brought by Customer in relation in any way to this agreement (including the arbitration of any claim or dispute and the enforceability of this paragraph), shall be submitted to and resolved by means of confidential arbitration conducted in the State of Illinois, Cook County. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois, without giving effect to any principles of conflicts of laws, and you hereby consent to the exclusive jurisdiction of the state and federal courts sitting in Cook County, Illinois. The arbitration shall be conducted under the then prevailing Commercial Arbitration Rules of the American Arbitration Association (AAA). Customer may litigate a claim subject to this paragraph in court only to compel arbitration under this Agreement or to confirm, modify, vacate or enter judgment on the award rendered by the arbitrators. The arbitrator's award shall be binding and may be entered as a judgment in any court of competent jurisdiction. The arbitrators will have no authority to award punitive or other damages not measured by Customer's actual damages, except as may be required by statute. In no event shall an award in an arbitration initiated under this clause exceed the total service fee paid by Customer. Any award in an arbitration initiated under this clause shall be limited to monetary damages and shall include no injunction or direction to any party other than the direction to pay a monetary amount. Except as may be required by law, neither a party nor an arbitrator may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of both parties. To the fullest extent permitted by applicable law, no arbitration under this Agreement shall be joined to an arbitration involving any other current or former user of the Service, whether through class arbitration proceedings or otherwise.

Should Bus Connection prevail in any dispute, whether in arbitration or court, including obtaining a dismissal in court, Customer agrees to pay all Bus Connection costs and fees. "Costs and fees" mean all reasonable pre-award expenses of the arbitration or litigation, including the arbitrators' fees, administrative fees, travel expenses, out-of-pocket expenses such as copying and telephone, court costs, witness fees, and attorneys' fees.