

The Kings of Newcastle

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The Kings of Newcastle – Boarding locations and approximate times

Note: Boarding times are subject to traffic conditions and the number of scheduled / booked boarding points for a specific departure.

Boarding Locations travelling Northbound:

King's Depot – 11 Concord Street Boolaroo, off Munibung Road Cardiff (at departure time)

Jesmond – Bus stop on Newcastle Road, just past Blue Gum Road heading towards main roundabout (approx. 10mins after departure time)

Hexham – Bus stop on the main road outside McDonalds (approx. 16mins after departure time)

Motto Farm – Bus zone just past the Motto Farm Motel (approx. 20mins after departure time)

Boarding Locations travelling Southbound – Eastern Side of Lake Macquarie:

King's Depot – 11 Concord Street Boolaroo, off Munibung Road Cardiff (at departure time)

Charlestown – Smart Street Tourist bus zone (in front of the Church) (approx. 10mins after departure time)

Belmont North – Bus stop opposite the Butcher at pedestrian traffic lights (approx. 15mins after departure time)

Belmont – Bus stop on the highway, opposite The Reject Shop (approx. 20mins after departure time)

Swansea – Bus shelter outside the Black Swan Motel just before the roundabout (approx. 30mins after departure time)

Doyalson – Bus stop just up from the Doylo RSL Club (approx. 45mins after departure time)

Ourimbah – Rest area just off the M1 Freeway at Ourimbah (approx. 1 hour after departure time)

Boarding Locations travelling Southbound – Western Side of Lake Macquarie:

King's Depot – 11 Concord Street Boolaroo, off Munibung Road Cardiff (at departure time)

Toronto – James St, opposite Toronto Workers Club (approx. 15mins after departure time)

Morriset Railway Station – Off Dora Street (approx. 30mins after departure time)

Ourimbah – Rest area just off the M1 Freeway at Ourimbah (approx. 45mins after departure time)

Boarding Locations travelling to the Hunter Valley:

King's Depot – 11 Concord Street Boolaroo, off Munibung Road Cardiff (at departure time)

Jesmond – Bus stop on Newcastle Road, just past Blue Gum Road heading towards main roundabout (approx. 10mins after departure time)

Hexham – Bus stop on the main road outside McDonalds (approx. 16mins after departure time)

East Maitland – Bus stop on the New England Highway near the Best Western Endeavour Motel and the old Fire Station (approx. 25mins after departure time)

Maitland Railway – Bus stop outside Maitland Railway Station (approx. 30mins after departure time)

Boarding Locations travelling to the Hunter Valley – Concert Transport:

King's Depot – 11 Concord Street Boolaroo, off Munibung Road Cardiff (at departure time)

New Lambton – Bus stop on Hobart Road, opposite Alfred Harker Memorial Oval (approx. 10mins after departure time)

Jesmond – Bus stop the corner of Newcastle Road and Chalmers Road heading west (approx. 15mins after departure time)

KINGS COACHES Pty Ltd trading as THE KINGS OF NEWCASTLE – GENERAL TERMS & CONDITIONS inc Covid cond.

VARIATION/ CANCELLATION OF A TOUR

We reserve the right to alter all or part of itineraries without notice prior to the tour departing or when it is underway due to availability, weather, road and traffic conditions, significant incident or any other reason we perceive to be in the best interests of staff and clients health or wellbeing. Departure times are planned to ensure arrival at destinations in time for scheduled events. Should this not occur due to circumstances that are unforeseeable or beyond our control, The Kings of Newcastle cannot be held liable. Any additional expenses incurred as a result of any delays, cancellations or alterations will be the responsibility of the passenger. In addition, tours arranged are subject to sufficient bookings being received for them to operate.

TOUR PARTICIPATION: FIT FOR TRAVEL

The Kings of Newcastle reserve the right to refuse travel to any person whose conduct causes concern for other passengers or staff. Clients agree to accept the authority and decisions of the company and its representatives while on tour. If in the opinion of The Kings of Newcastle's management or their delegates, a passenger's mental, physical, medical or otherwise condition renders the passenger to be at risk to themselves, others or unfit for travel, you will not be permitted to commence or continue on the whole or any part of the tour. If this were to occur, any costs associated with such as a decision are to be the responsibility of the passenger and no part or part thereof the tour will be refunded. To be fit for travel proof full Covid-19 vaccination is required. If you are affected by any condition that may affect yourself or others participation on the tour, you are required to discuss this with staff prior to booking. Travel may be refused to passengers who are displaying cold or flu symptoms unless they can produce a negative covid test within the last 72 hours prior to departure. Those with symptoms yet have a negative Covid test may be asked to wear a fitted face mask.

CONFIRMING A PLACE ON A TOUR

You can make a reservation on your selected tour by telephoning The Kings of Newcastle on 0249631014, by visiting the Depot, or online at www.kingscoaches.com.au. Online bookings need to be paid for at the time of booking based on the scheduled fees applicable to that tour online. Some reservations made by telephone or in person are given the option to secure with immediate payment of some or all the fare based on the scheduled fee for the chosen tour. On a tour where a deposit is accepted, the payment schedule listed on the detailed itinerary is to be adhered to. If payment is not received by the due date, The Kings of Newcastle reserves the right to cancel your place on the tour and you will incur cancellation and administration fees. Travel dates, times and destination is identified on the payment receipt, it is not transferrable and is available only for travel on the date shown thereon. Should the holder of the ticket fail to travel on the tour booked, no refund is applicable. It is the responsibility of the passenger to read and check their travel ticket carefully to ensure that all details are correct. Particularly the date and time of departure, the destination, the surname on the ticket, the number of passengers travelling, the boarding points and the passengers telephone number. NOTE: Boarding points are identified on your travel documentation and cannot be altered

once the payment is finalised and the payment confirmation is issued.

FUND SECURITY DURING BOOKINGS AND PRIOR TO TOUR DEPARTURE

You can be assured of our financial due diligence, business funds management and security. You can book with us with the certainty your tour money is secure. The Kings of Newcastle use the NAB Transact payment gateway for all electronic payments providing piece of mind that a passenger's credit card details are only being used by a reputable financial institution and not held on the Kings of Newcastle website or in our office after the day of processing an order. In addition, all funds are held in our client travel account (Kings Coaches P/L Client travel Account ABN 93086310090) and not accessed until either: (a) a security deposit fare or holding prepayment on your behalf is required by a service provider other than The Kings of Newcastle at any time prior to departure' such as theatre tickets, accommodation, entrance fees, meals or other inclusions as per the itinerary or (b) the balance due to The Kings of Newcastle as the Tour Operator is paid on or after the day of departure. This Client Account Statement is valid for coach travel, accommodation, tours, entrance fees, meals and other inclusions as per the published itinerary.

CANCELLATION OF TOUR BOOKING

Cancellation fees will be levied if you must cancel your booking with us. Cancellation fees vary depending on the classification of the tour. The reservations and presales we make are subject to cancellation fees from ticket providers, airlines, hotels, attractions, etc making it necessary to enforce strict cancellation policies. Bookings on our tours can sometimes be transferred to another person if you cannot go, however some suppliers may charge a transfer fee. Please note that where we are charged a transfer or a cancellation fee by one of our suppliers for your cancellation/transfer, that fee will be passed on to you, on top of our service fee of \$20 per person plus the following scale depending on notice given prior to departure. If you cancel a reservation prior to departure, the following cancellation fees will apply:

Fees for clients cancelling a Day Tour

60 days or more notice prior to departure date – service fee of (\$20pp) plus supplier fees
59 - 30 days notice prior to departure date – service fee (\$20pp) plus 50% of tour price plus supplier fees
29 - 15 days notice prior to departure date – service fee (\$20pp) plus 75% of tour price plus supplier fees
14 days or less notice prior to departure date 100% of tour price

Fees for clients Cancelling an Extended Tour

90 days or more notice prior to departure date – service fee of (\$20pp) plus supplier charges
60 days or more notice prior to departure date – service fee of (\$20pp) plus 25% of tour price plus supplier charges
59 - 30 days notice prior to departure date – service fee (\$20pp) plus 50% of tour price plus supplier charges
29 - 15 days notice prior to departure date – service fee (\$20pp) plus 75% of tour price plus supplier charges
14 days or less notice prior to departure date 100% of tour price

Cancellation Fee for Theatre/Concert Tours

Theatre/Concert tours involve theatre tickets and as a result, once you have booked and paid, your ticket is not refundable. If you find yourself in the position where you cannot

travel on your booked date we allow you to transfer ticket to another person to travel in your place or we can resell your tickets which will occur only after all other tickets have been sold. A service fee of \$20pp will be charged. All coach only travels once paid, are entirely non-refundable.

COVID-19 THEATRE / CONCERT TOURS

Should the theatre/promoter cancel the performance/s that the client is booked on, a full refund will be provided once funds have been returned to The Kings of Newcastle. Should a client need to cancel due to a COVID-19 related issue, The Kings of Newcastle will attempt to gain a refund from the promoter. If this is successful, the client will have the theatre ticket component refunded, however if the coach/tour is still operating on the booked departure date, the client will not be eligible for a full refund.

FAILURE TO BOARD THE COACH

The arrival times listed on each boarding location are approximate and subject to traffic conditions and the number of scheduled / booked boarding points for a specific departure. Passengers are required to be waiting at their selected boarding point ten minutes prior to estimated arrival time. Should the coach arrive at the boarding point and passengers fail to embark the coach, the driver will call the passenger via the contact details provided when booking. Upon return-travel, the driver of the coach will ensure that all passengers have reboarded the coach before departing with passengers who are missing to be called via their provided contact details. If a passenger fails to respond or is unable to arrive at the agreed upon location in a timely manner, forfeiture of total tour cost is required; no refund or gift voucher substitution available. Kings Coaches will endeavour to ensure that all passengers travel, however it is paramount that the scheduled itinerary is not disrupted for the benefit of other passengers onboard. If a passenger is unsure of a pickup location they are encouraged to call the office on 4963 1014 for clarification.

COACH CHARTER BOOKINGS

All Coach Charter bookings are to be made via email correspondence with admin@kingscoaches.net.au. This booking email should include name of tour organiser, general itinerary, number of passengers and any special requirements for travel. A quote will be issued via return email and will be valid for 7 days and is subject to change and vehicle availability. All coaches are 48-seater luxury, air-conditioned and restroom fitted tourist coaches. By accepting and confirming this quotation you are acknowledging that you have read and accepted the General terms and conditions as well as the Charter Terms and Conditions and that payment arrangements will be finalised before the departure date.

TRAVEL INSURANCE

We strongly recommend you take out travel insurance to protect you in case of sickness, loss of baggage, or alteration of itinerary due to circumstances beyond the Kings of Newcastle control.

COACH SEATING

The Kings of Newcastle allocate all coach seats in the name of the ticket holder. The ticket holder is advised to notify all within their group of the name/s the booking has been made in, or identify all passengers' names on the reservation. Passengers are not permitted to alter any coach seating arrangements as the layout on the vehicle must comply with the manifest issued to the driver. All coach

seating and Theatre or attraction tickets are all allocated in order of final payment to the best of our ability. On extended tours, The Kings of Newcastle operate a seat rotation.

SPECIAL REQUESTS

Any special request from clients will be considered in line with company policy and procedures.

LUGGAGE

Passengers are restricted to one suitcase of not more than 20kg and one piece of hand luggage of up to 7 kg. The weight indicated is in line with WHS regulations for lifting and if your bag becomes too heavy, you will be asked to divide the luggage into 2 separate bags at your own expense. When travelling domestically or internationally on an airline, any excess baggage charges are the responsibility of the passenger. Luggage should be labelled with a Kings luggage label and whilst all reasonable care will be taken to ensure the safety of luggage, The Kings of Newcastle will not accept any liability for loss or damage.

INCLUDED IN YOUR TOUR PRICE

A list of inclusions is identified on each detailed itinerary. Meals are identified and coded as (B) Breakfast, (MT) Morning Tea, (L) Lunch, (AT) Afternoon Tea, (D) Dinner. Extended tour prices are identified per person and based on accommodation being provided on a Twin Share or Double basis. An additional charge of a Single Supplement Rate is identified for single accommodation depending on availability. A passenger who books with the Single Supplement rate applies to having sole accommodation.

NO SMOKING OR ALCOHOL

Government regulations prohibit smoking and alcohol consumption on coaches. The Depot is also a non-smoking property, an alcohol free venue in the safe interests of our staff and other clients.

COACH CONDITION AND CLEANLINESS

We pride ourselves on coaches that are clean and comfortable. To ensure this occurs we do not allow food or drink (bottled water excluded) to be consumed on the coach. In addition to this, should the ticket holder or any member of their travelling party lose control of their bodily functions including vomiting, urinating or defecating within the vehicle a cleaning fee will be charged of \$300. If the resulting damage is such that the coach is unfit for use the following day/s additional charges will be incurred.

PARKING ONSITE AT THE KING'S DEPOT

There is limited designated client tour parking onsite. Preference parking is provided for passengers on extended tours. Any car left at our depot for the duration of a tour are left entirely at your own risk. We do not accept any liability for damage or loss to cars left at the depot.

OTHER MATTERS

Children between the ages of 10 and 12 who are travelling unaccompanied will need to have a completed unaccompanied children form submitted to our office prior to travel. All children under the age of 10 years must travel with an adult.

Kings Coaches reserve the right to refuse travel to passengers who are intoxicated or displaying rude or aggressive behaviour.

Check in procedures which may include registering using QR code, have a temperature check and may be required to wear a mask in line with health regulations.

Call 02 49631014 if you have any queries in relation to your booking or these terms and/or conditions. Updated Sept 2021

