

## ***ELITE COACH FLORIDA POLICIES AND GUIDELINES***

Listed below are guidelines for the well being and comfort of all passengers who travel with us.

- Tobacco of any kind or alcoholic beverages will NOT be permitted on the coach at any time.
- Pets are not permitted (service animals are permitted).
- Reservations cannot be made without payment. Both departure and return dates must be booked and paid in advance. Any changes in dates must have the approval of our office.
- Children two years and under travel free unless a seat is required.
- Periodic rest and meal stops will be made enroute.
- Small pillows and blankets are suggested for night-time sleeping.
- Food and non-alcoholic drinks are permitted on the coach. Drinks must be in a plastic bottle with a lid.
- Each person is allowed to have **one** large suitcase plus a carry-on bag. There will be an additional charge for extra suitcases, boxes, etc. The charge will be determined by the size of the item. Payment for these extra items will be made to the driver on day of departure.
- All freight must be paid when it is loaded on the coach. No C.O.D.'s. Someone needs to be at the pick up location to get the items when they are unloaded.
- Any items (household items, fruit, etc) being loaded in Sarasota, Florida should be at the pick up point no later than 9:30 am on Wednesday morning. To make sure there is room for all of your freight, we recommend that you call Elite Coach at 1-800-722-6206.
- Cancellation Policy: All cancellations are subject to a fee of \$25.00 per person (mailing and processing fee) received in our office prior to the day of departure. **NO REFUNDS** for cancellations received on the day of departure.

01/08