

Terps Enterprises Inc. Policies

Reservations: To make reservations please call or stop in at our office which is located at;

Terps Enterprise Inc. (located next to Hertz Car Rental)
The Elmira-Corning Regional Airport
276 Sing Sing Road
Suite 11
Horseheads, NY 14845
Phone/Fax - 607.795.4426
Email: Greg@Terpsenterprise.com

Prices: Our prices are based on a; per person, per trip, roundtrip bus transportation, and any taxes.

Departure Time/Location: Departure locations may vary and are based on the number of reservations per area. You should arrive at the departure location at least 15 minutes prior to the departure time.

Deposits: For all Terps Enterprise Inc. sponsored charters, all trips will require a deposit and/or payment, depending on the trip within fourteen (14) days of booking. Failure to make the required deposit/payment may result in reservation cancellation. If you have any questions regarding payments please contact our office.

Method of Payment: Terps Enterprise Inc. accepts: Checks, Visa, MasterCard, Discover, and American Express. You can mail your payment to the address listed above, please make your check payable to "Terps Enterprise Inc." A \$40.00 fee will be applied for all checks returned to us for "insufficient funds".

Cancellations: Any Terps Inc. sponsored charter that you are requesting a cancellation of your reservation must be received fourteen (14) days prior to the trip. Failure to cancel may result in forfeiture of your reservation, and refund.

Gratuities: Gratuity to our drivers is not required, but is greatly appreciated.

Luggage/Lost or Stolen Property: Any luggage, carry-on bag, personal property, is the responsibility of the passenger. You should check the overhead compartments, under and around your seat, and any baggage compartment upon exiting the bus. For items left on the bus, please contact Terps Enterprise Inc. For everyone's safety please no hanging garment bags. Any items that are left on the bus and require shipping, those shipping fees are the responsibility of the passenger. *Terps Enterprise Inc, is not responsible for any lost or stolen property.* ALL PERSONAL PROPERTY IS THE RESPONSIBILITY OF THE PASSENGER.

Smoking: Due to insurance regulations, state laws, federal laws, health, safety, and the comfort of our passengers, smoking is prohibited on all

buses. Failure to abide by this policy will result in immediate removal from the bus and any legal action as required by law.

Equipment: All passenger coaches are equipped with, DVD players (No Blue Ray) with various monitors throughout the coach, reclining seats, a lavatory (except our 24 and 29 passenger buses), PA system, air conditioning, and reading lights. Each vehicle is in compliance with Department of Transportation guidelines and is thoroughly cleaned before every charter.

Casino Policies: This is the current Casino policy is in effect before you enter: A current valid Government Issued Photo ID is required, such as; a valid driver's license, state non-driver ID or valid Passport. One of these types of ID will be necessary for you to enter the Casino. Terp's Enterprise accepts no responsibility for any "Casino Bonus". You must be 21 years of age to enter the gaming area and receive any Casino Bonus.

Disclaimer: Terp's Enterprises Inc. reserves the right to lease equipment from other companies in order to fulfill this agreement. This company will not be liable for any loss of time due to mechanical failures or inclement weather. We cannot guarantee the assignment of a requested driver(s) or bus(es). Terp' Enterprises Inc. reserves the right to cancel any Terp's Enterprises Inc. sponsored charter due to a lack of participation.