

On cancellations done on behalf of BUS.COM:

- BUS.COM may cancel a booking at any time.
- If BUS.COM cancels a booking, they must provide a refund for the fair.

While we use all reasonable efforts to ensure that we deliver on each and every Rent a Bus booking, occasionally events beyond our control will mean that we must cancel a Rent a Bus booking. Accordingly, we reserve the right to cancel a Rent a Bus booking at any time. In the event that we cancel any Rent a Bus booking, our sole liability to you shall be a refund in full of any amount paid by you in respect of such Rent a Bus booking. We shall have no further liability to you, whether in respect of any cost of alternative arrangements, missed events or otherwise.

On refusal of service:

- The purchase of the ticket is equivalent to consenting to be held accountable for the behaviour of riders. BUS.COM expects courtesy and respect to rented buses and drivers.
- BUS.COM or the driver may refuse a ticket at any time for any reason that the driver feels would negatively impact the security of the bus, fellow riders, or the driver. This includes, but is not limited to:
 - Obscene or offensive behaviour;
 - The consumption of alcohol or drugs on the bus, and;
 - A passenger being intoxicated.

By purchasing a ticket you hereby covenant on your behalf and, where applicable, on behalf of each of your guests to treat the bus driver and any other passengers on the bus with courtesy and respect. We reserve the right, in our sole discretion, and reserve the right for any drivers, in their sole discretion, to refuse to allow you or any of your guests on the bus or to remove you or any of your guests from the bus if you or they: (i) engage in harassing, discriminatory, violent, hateful, offensive, obscene or otherwise harmful behavior, including without limitation, any physical acts of violence and/or verbal threats; (ii) smoking, drinking or taking drugs on the bus; (iii) don't have a valid ticket; or (iv) are intoxicated or otherwise under the influence of drugs or alcohol; (v) for any other reason that the driver or the BUS.COM personnel or representatives deem to be reasonably necessary to protect the safety of the other passengers, the driver, the event staff personnel, and any other third party; or (vi) carrying/possession illegal, restricted, or harmful substances or goods, including without limitation, narcotics, firearms and other weapons.

On damages caused by riders:

- The purchase of a ticket is equivalent to consenting to provide compensation to BUS.COM or a rented bus company, upon rider-caused damage to a bus.
- Should a bus supplier provide proof of damage to a bus, the fare purchaser is responsible for the remuneration of expenses incurred during bus repair.

You are liable for all damage to the vehicle interior and exterior caused by you or any your guests or (where you Rent a Bus) incurred during the trip, unless the result of driver's negligence. If proof of damage or cleaning is provided by bus suppliers, you will be responsible for 100% of the amount due. An additional fee will also be charged for any cleaning services beyond what is usual and customary. You shall be responsible for replacement costs of any items that cannot be satisfactorily cleaned or repaired.

On open alcohol in buses:

- BUS.COM does not allow the consumption of alcohol on buses, when the bus is rented by a student organisation.
- BUS.COM defers to provincial law to determine whether the consumption of alcohol on a bus is legal or not.
 - In Quebec, it is ILLEGAL to drink alcohol in ANY motor vehicle.

BUS.COM'S bus partner will operate all trips in accordance with and limited by all governing provincial and state laws and regulations pertaining to open alcohol containers in vehicles. No minors will be permitted on a bus or in any other vehicle where open container alcohol is present, unless accompanied by parent or legal guardian, and consumption of alcohol by a minor is specifically prohibited. Open container alcohol will not be permitted on any charter trip sponsored by a student organization, including but not limited to fraternities, sororities, sports clubs, dormitory organizations, etc. If governing state law permits open alcohol containers on buses or in any other vehicles and you request to rent a bus with open alcohol containers and bus supplier grants permission for open alcohol containers on its buses or other vehicles in accordance with, then all of the following shall apply: Only adults of legal drinking age may consume alcohol on the bus; Customer will be charged a refundable damage deposit. The damage deposit refund amount will be determined by the condition of the vehicle upon return. Dollar amount and details of the refundable damage deposit may vary by location; and will be communicated upon acceptance of agreement. No kegs or glass containers are permitted under any circumstances. BUS.COM and its bus operators reserve the right to refuse to permit open container alcohol on any bus or in any other vehicle at any time if there is any doubt as to whether a group or individual of drinking age or if the group or any of its members violate any of the provisions of this Contract.

On the non-responsibility of BUS.COM:

- BUS.COM is not responsible for the actions of bus providers.

BUS.COM is not a bus operator nor is it an Event organizer. BUS.COM subcontracts bus transportation offered through the Services to independent bus operators. BUS.COM makes reasonable commercial efforts to ensure that the bus operator provides the bus transportation in accordance with the Services and in a professional and timely manner. However, BUS.COM does not have any direct control over the acts or omissions of the bus operators. BUS.COM also does not have any control over any Event. ACCORDINGLY, TO THE GREATEST EXTENT PERMITTED BY LAW, YOU HEREBY AGREE AND ACKNOWLEDGE THAT BUS.COM EXPRESSLY DISCLAIMS ANY AND ALL

RESPONSIBILITY FOR ANY ACTS OR OMISSIONS BY ANY BUS OPERATOR OR BY ANY EVENT ORGANIZER OR OTHERWISE IN RESPECT OF ANY EVENT WHICH MAY GIVE RISE TO A CLAIM BY YOU, WHETHER FOR PERSONAL INJURY, LOSS, DAMAGES OR OTHERWISE AND WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL THEORY AND THAT YOU SHALL HOLD BUS.COM HARMLESS IN RESPECT OF ANY SUCH CLAIM.