



Booking a **charter bus** isn't something most people do often. Use this checklist to compare companies side by side and choose the best option for your group.

Before getting quotes, gather these details: **Event Type** **Passengers**

**Luggage or Special Needs** **Pickup/Drop-off Date & Time** **Pickup/Drop-off Locations**

## The 10 Questions Every Charter Customer Should Ask:

**1** Which vehicle fits my group size and luggage needs? Can I see photos?  
See photos of the actual bus, not stock images. Make sure seat count fits your group.

**2** What amenities are included—and are there extra fees?  
Confirm if there is an onboard restroom, power outlets, Wi-Fi.



**3** Is the bus **ADA accessible** (if needed)? How far in advance should I book?  
ADA-equipped buses are limited. **Confirm**, then book ASAP if needed.

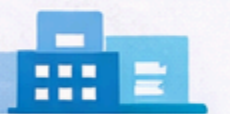
**4** Can passengers bring food, drinks, or alcohol onboard?  
Ask about alcohol rules, cleaning fees, and trash disposal expectations.



**5** What hours or miles are included in the quote? What triggers overtime?  
Clarify cost thresholds and ask about potential additional charges.



**6** Are tolls, parking, permits, and gratuity included—or billed later?  
Confirm if these costs are included, estimated, or billed post-trip.



**7** For overnight trips, who books and pays for the driver's hotel?  
Federal regulations require driver rest. Confirm hotel arrangements in advance.



**8** Do you own and operate the buses?  
Companies that own and maintain their fleet may offer better service and accountability than brokers.

**9** What happens if the bus breaks down or is delayed?  
Backup vehicles, 24/7 support, & Roadside assistance.

**10** What is your cancellation or change policy?  
Deadlines, fees & Weather/emergency flexibility.



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