



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

Pickup/Drop-off Date & Time

Pickup/Drop-off Locations

Luggage or Special Needs

## 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.

