

Get Motorcoachified

Questions to Ask When Booking A Motorcoach Tour

Reputation

How long has the tour company been in business?

An established company has a reputation. A fledgling company is untested. Ask for proof of federal, state and or provincial operating authority.

Fleet Size

Big is not necessarily beautiful, but those desiring to charter motor coaches should be aware that small businesses may not have the full range of technical and management support necessary to provide "world class" service.

The vehicle

How old is the coach?

The vehicle's age may be important to you. Remember, however, that modern coaches have a long life and general presentation, cleanliness, and mechanical condition may be more important than actual age.

What type of vehicle is best?

The length and purpose of the journey and any special passenger needs dictates the type of vehicle. Rate the importance to your passengers of things like bathrooms, catering facilities, TV, video, Wi-Fi internet, reclining seats, window shades, curtains, air conditioning, wheelchair lifts, etc. Ensure that your requirements are included in the charter price.

Does the coach operator offer a range of vehicles?

Your passenger count may vary so learn whether the company offers vehicles in a range of sizes that may be substituted (should your needs require).

What about safety?

Ask about safety features - anti lock braking systems (ABS). Does the company comply with coach drivers' hours regulations, compiled to avoid risks caused by fatigue? A lax attitude could compromise the safety of your passengers. Ask to see department of transportation (D.O.T.) inspection ratings. Never contract with a carrier having an unsatisfactory rating.

Any special requirements?

What if I need to change route or times? Check that the company is able to meet any unforeseen mishaps, within the constraints of safety limits. How does this affect price?

Any special needs?

If your group includes the very young, elderly, or people with disabilities, can the company provide appropriate vehicles and arrange stops at places where their needs can be met?

The staff

What are the standards of staff training?

Drivers should be competent in vehicle handling, people handling and geographical knowledge. Ask about company policy in training drivers in essential customer care.

Uniformed drivers and counter staff speak volumes about company attitudes and standards.

Know that any of our affiliated partners will provide the level of service and trust you need and deserve. They'll go the extra mile to provide your group with a safe and pleasurable travel experience. Your chartered group will feel pampered and enjoy the ride!