**Service Level Agreement for Motorcoach Operators**

Vandalia Bus Lines, Inc Travel is committed to providing excellent customer service, maintaining high safety standards and providing quality equipment to exciting destinations. We expect all our employees to share the same desire for excellence and demonstrate our values by providing a fantastic experience for all our groups.

What Vandalia Bus Lines, Inc expects from Motor Coach Operators:

1. Maintain a valid driver’s license and applicable CDL for the type of equipment being operated.
2. Having working knowledge of the destination to which you are traveling. Please do not accept trips to destinations for which you have no experience or feel you cannot navigate to without difficulty. Please use road atlas, printed maps, GPS as a backup and some common sense.
3. The driver should check to make sure the DVD player and all screens are in working order prior to departing the yard
4. Possess a working and charged cell phone. Obey all laws regarding hand held devices.
5. Do not smoke near the coach or within view of any Vandalia Bus Lines, Inc group.
6. Drivers should be the first off the motorcoach and remain by the motorcoach to assist the passengers until they all disembark. He/She should also assist passengers back onto the motorcoach. (The driver is the last one back on the motorcoach)
7. To load and unload the luggage and/or instruments but to coordinate with group leader that loading and unloading passenger and luggage cannot happen simultaneously. Establish with each leader who and what to load first, baggage or passenger and/or who will assist. Do not allow passenger to load or unload on their own. Stand by or close to door until you and/or someone can assist
8. Do not allow anyone to enter the luggage bays.
9. Offload the coach on the curb side of any given street. Never offload in oncoming traffic.
10. Provide a safety briefing before all trip departures and remind group each morning of safety features/emergency exits on the coach.
11. Social media exchanges (such as requesting to friend a customer on Facebook) cell number exchanges and/or email address exchanges are strictly prohibited.
12. Vandalia Bus Lines, Inc information including but not limited to driver notes, itineraries, client names, venues visited (such as restaurants, hotels) are the sole property of Vandalia Bus Lines, Inc and/or customer(s). Sharing this information with anyone outside of the Vandalia Bus Lines, Inc company is strictly prohibited.
13. Never touch a passenger, even in a friendly manner. Touching is often misinterpreted.
14. Drivers should not assume that they are included in group meals unless you are invited specifically by the group leader only.
15. Any issue or concerns about charters should be directed to your group leader in a private manner…**.never in front of our clients**!
16. Should a medical emergency exist, call “911”. Avoid transporting passengers to medical facilities unless it absolutely cannot be avoided.
17. Exercise caution when traveling in perilous weather. We would rather have a group be delayed than risk safety.
18. In the event of a bus malfunction, call the office immediately to request assistance. Once the situation has been stabilized or you have called for help, have the office staff contact the customer. In this day and age of technology, passengers are “tweeting” or sending texts back home quickly. Our customer would rather hear from Vandalia Bus Lines, about an issue over a parent calling in response to a text from a passenger.
19. Understand how to safely operate all the equipment on your coach including, where applicable, wheelchair lifts, audio/visual equipment, switches for power outlets, emergency lights and so forth. Test the equipment before departing from your bus garage.

I have read through and understand Vandalia Bus Lines, Inc’s expectations. Count on me to provide a great touring experience for Vandalia Bus Lines, Inc’s groups!

**Motorcoach Operator Name (Print**) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of Coach Company (Print**) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_