



Jan 23, 2013

HANATOUR  
7320 OLD YORK ROAD  
SUITE 226  
ELKINS PARK, PA  
19027

Dear SHAUN CHO,

Thank you for choosing Greyhound Charters as your charter provider. As the leader in the motorcoach industry, we take pride in providing the best possible service to our customers.

We are pleased to confirm the following charter order:

Charter number:	119925	Departure Date: Feb 23, 2013
Number of Coaches:	1	
Type of Coaches:	50 Passenger - GLI	
Total Price:	\$421.00	

As you have agreed, the terms for this charter order are as follows:

	Term	Due Date
Purchase Order Number	N/A	
Deposit Amount	\$0.00	
Final Balance Amount	\$421.00	Feb 23, 2013

Your deposit and/or purchase order must be received within 2 weeks of the confirmation date to secure this order and avoid cancellation. The remaining balance must be received 30 days prior to the departure date.

To ensure accuracy and efficiency of your charter order, please provide a detailed itinerary to your sales associate as soon as possible. Be sure to include departure dates, times, pickup and dropoff locations with addresses, etc. There will be a \$75.00 fee for changes requested less than 7 days before departure date.

In the event of cancellation, please notify your sales associate immediately. No cancellation fee will be assessed if notified at least 30 days prior to the departure date. If you cancel any part of your order less than 30 days of the departure date, a cancellation fee of two hundred dollars (\$200.00) or 25% per bus (whichever is greater) will be assessed to each motor coach canceled. Cancellations within 72 hours of the departure date will be 100% non-refundable.

Customers will be charged a 1 ½ % or \$10 (which ever is greater) monthly late fee for all charter customer receivable balances 60 days or more past due.

We look forward to providing your charter service. In the event you require emergency assistance after hours, please contact the operations support center directly by dialing (214) 728-4616. A supervisor will be available for immediate assistance. Please have your charter number available.

Thank you for your business. Have a safe and pleasant trip.

Sincerely,

Charter Sales Associate  
800-454-2487  
shagen

**TERMS AND CONDITIONS**  
**(Private Charter - Non Commercial Purposes Only)**

NOTICE: THE NOTICE OF TRIP CONFIRMATION, INVOICE, AND THESE TERMS AND CONDITIONS CONSTITUTE THE ENTIRE AGREEMENT BETWEEN YOU (INCLUDING PERSONS TRAVELING UNDER THIS AGREEMENT) AND GREYHOUND LINES, INC. AND ITS AFFILIATES (THE "COMPANY"), AND SUPERSEDES ANY AND ALL OTHER AGREEMENTS, EITHER ORAL OR WRITTEN, WITH RESPECT TO THE CHARTER SERVICES YOU HAVE PURCHASED. YOUR DEPOSIT, PAYMENT OR USE OF THE SERVICES CONSTITUTES ACCEPTANCE OF THE TERMS AND CONDITIONS INCLUDED IN THIS AGREEMENT.

1. **Payment/Deposit:** Unless otherwise set forth on the Invoice, payment terms are as follows: (a) A 25% deposit is required and must be received by the Company less than fourteen (14) days of your receipt of the Notice of Trip Confirmation, (b) Full payment for all charter service is due thirty (30) days prior to charter departure date. If charter service is confirmed less than thirty (30) days before departure date, payment in full must be made in immediately available funds (either by money order, cashiers check, or wire transfer). Without exception, the Company must receive full payment prior to the charter departure date. All payments must indicate the date of charter departure and your Trip number (located on the Notice of Confirmation) to ensure timely and proper application.

2. **Prices Subject to Change:** Until payment is made in full, all prices are subject to change.

3. **Revisions:** If any portion of the charter itinerary or details noted on the Notice of Trip Confirmation change, the charter price may be subject to change. Any requested revisions to the charter itinerary made less than seven (7) days prior to the scheduled charter departure are subject to a \$75.00 change fee (the Company will make a reasonable attempt to execute any revisions to a charter service made less than 7 days prior to the departure date, but can not guarantee them). Revisions to charter itinerary during service requires your signature and the drivers acceptance, additional charges will be invoiced to the customer. Reductions in planned hours of service or mileage made less than 72 hours in advance will not be refunded.

4. **Additional Charges:** All parking fees, toll fees, and driver hotel fees are not included in the charter service price (be advised that, when applicable, each driver must be provided his/her own hotel room; see Paragraph 6, below for details). A \$30 fee will be charged to the customer account for each check returned by the bank for non-payment. The Company reserves the right to require cashiers check for all payments subsequent to the return of a check for non-sufficient funds. Customers will be charged a 1 ½ % or \$10 (which ever is greater) monthly late fee for all charter customer receivable balances 60 days or more past due.

5. **Cancellation:** You must notify the Company of cancellation in writing, provided, however, if your written notice of cancellation is received by the Company, (i) more than thirty (30) days prior to the charter departure date, there is no cancellation fee, (ii) less than thirty (30) days but more than seventy-two (72) hours prior to the departure date, you will incur a two-hundred-fifty dollar (\$250.00) or twenty-five percent (25%) cancellation fee, whichever is greater. All Cancellations less than seventy-two (72) hours of the charter departure date are 100% non-refundable. The Company will cancel any charter at any time when payment terms have not been in accordance with this agreement.

6. **Driver Hours:** Federal Safety Regulations prohibit drivers from being on duty more than fifteen (15) hours; ten (10) of which are reserved for driving; each driver must have a minimum of nine (9) hours rest between fifteen (15) hours on duty times. Any driver off duty for more than five (5) hours must be provided a hotel room at your cost.

7. **Driver Request:** Written requests must be submitted to the Company five (5) days in advance. Driver requests are contingent on driver acceptance and availability.

8. **Multiple Day Trips:** A detailed itinerary is required for any trip lasting longer than seventy-two (72) hours. Itineraries are subject to review by the Company and may be adjusted to meet local DOT, federal DOT, and Union regulations.

9. **Arrival Times:** The times of arrival at the pick up location, destination, or return to point of origin, can not be guaranteed. Drivers are professionally trained to operate lawfully and safely under various conditions. Road conditions, traffic, weather, and law enforcement delays are beyond the Company's control.

10. **Equipment:** Equipment furnished by the Company is inspected before being assigned to the charter service to ensure uninterrupted service. If for any reason beyond the reasonable control of the Company, a mechanical failure makes it necessary to repair or replace the bus originally assigned to the charter service, the Company will make every effort to do so in a reasonable amount of time.

11. **Damage To Buses:** The cost of repairing any damage to buses resulting from the conduct and/or actions of the passengers on the charter service will be charged to you and will be payable on demand. When the charter service results in a greater than normal amount of time and material necessary to clean the bus properly, the Company, at its own discretion, may invoice you for additional costs.

12. **Passenger Conduct:** The Company reserves the right to refuse or terminate transportation to any person that displays aggressive behavior or is under the influence of alcohol, or other intoxicating substances. The decision to transport or not transport any individual is solely up to the driver/operator assigned to the charter service. Passengers shall not interfere with the driver, the operation of the bus, or tamper with any apparatus/appliance on the bus at anytime. Smoking is not permitted on the bus.

13. **Prohibited Items:** The following items (whether in baggage or on the person) are strictly forbidden: (a) decorations (b)

other weapons. Alcoholic beverages are only allowed on the coach if a fully executed alcohol awareness acknowledgement and agreement has been received by the company prior to the departure date. Contact your sales associate for details.

14. Baggage: The Company reserves the right, but not the obligation, to search and/or scan baggage or carry on personal property. The Company assumes no responsibility for any baggage and/or personal property whatsoever. All baggage and/or personal property will be handled only at the passenger's own risk. Passenger's baggage and/or personal property shall be transported subject to the availability of accommodations (as determined by the Company) provided by interior and/or exterior luggage bins. The Company is not responsible for any items left in/on the bus.

15. LIMITATION OF LIABILITY: NEITHER PARTY SHALL BE HELD LIABLE IN THE EVENT, OR FOR ANY REASON, INCLUDING BREACH OF THIS AGREEMENT, EITHER DIRECTLY OR INDIRECTLY, TO THE OTHER PARTY OR TO ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OR LOSS OF PROFITS ARISING OUT OF THIS AGREEMENT, EVEN IF SUCH DAMAGES WERE FORESEEABLE OR EITHER PARTY HAS BEEN ADVISED OF SUCH DAMAGES. NEITHER PARTY SHALL BE LIABLE HEREUNDER BY REASON OF ANY FAILURE OR DELAY IN THE PERFORMANCE OF ITS OBLIGATIONS HEREUNDER (EXCEPT FOR THE PAYMENT OF MONEY) ON ACCOUNT OF STRIKES LOCKOUTS, OR LABOR DISTURBANCES, RIOTS, INSURRECTION, FIRES, FLOOD, STORM, EXPLOSIONS, EARTHQUAKES, ACTS OF GOD, WAR, TERRORISM, TRAFFIC OR ROAD CONDITIONS, GOVERNMENTAL ACTION, LABOR CONDITIONS, MATERIAL, EQUIPMENT OR PERSONNEL SHORTAGES OR ANY OTHER CAUSE WHICH IS BEYOND THE REASONABLE CONTROL OF SUCH PARTY. EXCEPT FOR COMPANY'S LIABILITY FOR PERSONAL INJURY CLAIMS AS RESULT OF COMPANY'S NEGLIGENCE OR WRONGFUL ACTS OR OMISSIONS, UNDER NO CIRCUMSTANCES SHALL THE COMPANY BE RESPONSIBLE FOR ANY DAMAGES EXCEEDING \$500 FOR A SINGLE DAY CHARTER ORDER OR \$2,500 FOR A MULTIPLE DAY CHARTER ORDER.

16. Assignment: You may not assign this agreement or any of the respective rights, interests, duties, or obligations hereunder without prior consent of the Company. The Company may assign this agreement and any of its rights, interests, duties, or obligations hereunder without your prior written consent.

17. Passengers with Disabilities: The Company does not discriminate against persons on the basis of disability. If you or a member of your group have medical, physical and/or other requirements due to a disability, the Company requires that these requirements be brought to its attention immediately upon receipt of this agreement to allow for reasonable accommodations. Oxygen / Respirators

Portable oxygen and respirators may accompany you on Greyhound. A maximum of four (4) canisters may travel with a passenger - two (2) aboard the bus and two (2) in the baggage compartment. The maximum dimension for each container may not exceed 4.5 inches in diameter and 26 inches in length. You are responsible for ensuring each person boarding the bus has enough oxygen to complete their travel and you are responsible for making arrangements for refills while en route. Oxygen canisters to be stored in the baggage compartment must be in protective cases with safety caps on the valves.

18. Refund Policy: All refund requests must be made to the Company in writing no more than ten (10) days after the end of the trip. All service issues will be handled on a case by case basis. After a refund has been approved, the Company will contact you to notify you of the proposed settlement. After the charter party has accepted the refund check or credit, including, but not limited to cashing the check or accepting the credit, no other recourse will be allowed.

19. Time limitation for Claims/Lawsuits: All claims are subject to the limitations set forth in this agreement. Any claim for an alleged service failure must be made in writing and such notice must be delivered to the Company not later than ten (10) days after service date. Any claim, action or lawsuit against any person (including, without limitation, the Company) for loss of life, illness, or bodily injury must be commenced not later than one (1) year after such incident. You release and hold the Company harmless from any and all claims for loss of life, illness or bodily injury, save and except those that arise directly from the Company's negligent operation of the bus.

20. Governing Law/Venue for Lawsuits: This agreement will be construed in accordance with the laws of the State of Texas. All disputes and matters whatsoever arising under, in connection with, or incident to this agreement or the charter services provided hereunder shall be litigated in courts of competent jurisdiction in Dallas County, Texas, U.S.A. to the exclusion of the courts of any other state or country.

21. Certification: You certify that you and the passengers who will travel on the bus are all lawfully entitled to be in the United States and have not come to, entered or remained in the United States illegally and further, that the bus will not be used to transport any contraband or illegal or unlawful cargo. You hereby agree to indemnify, defend and hold harmless the Company and affiliates, their directors, officers, employees and agents from and against any and all liability resulting from the breach of this certification.



Phone: (800) 454-2487

Fax: (972) 789-7018

## Notice of Trip Confirmation

BOOKING DATE	PRINTED ON	TRIP NUMBER
Jan 23, 2013	Jan 23, 2013	119925

HANATOUR  
ATTN: SHAUN CHO  
7320 OLD YORK ROAD  
SUITE 226  
ELKINS PARK, PA  
19027

## EVENT

HANATOUR GROUP

Page 1 of 2

## COMMENTS

Phone: 215 935 2500

Fax: 215 935 2503

CONTACT NAME	PHONE #	PO / CONTRACT	CUSTOMER #	PREPAY AMOUNT	PAYMENT METHOD
SHAUN CHO	215 935 2500		472482	\$0.00	Other
# of Buses	Vehicle Type	Location	Date / Time		

1 50 Passenger - GLI Pickup: JFK AIRPORT, NY  
Destination: MT LAUREL, NJ  
Dropoff: PHILADELPHIA, PA

Feb 23, 2013 10:30

Confirmed

Feb 23, 2013 13:30

\*\*DRIVER TO CALL OSC 1-800-487-6996 AT SPOT TIME TO ADVISE OF CURRENT LOCATION\*\*

\*\*\*DRIVER IS TO VERIFY ITINERARY WITH GROUP LEADER\*\*\*

CHARTER SALES AGENT: SHARON HAGEN

CUSTOMER CONTACT NAME: SHAUN CHO  
CUSTOMER TELEPHONE #: 215-935-2500

DATE: 2/23/13  
SPOT TIME: 10:30AM  
APPROX LEAVE TIME: 11:00AM

PICK UP LOCATION:

JFK INTL AIRPORT  
ASIANA AIRLINES - FLT 222  
NEW YORK, NY

DATE: 2/23/13  
APPROX ARRIVAL TIME: 13:00  
APPROX LEAVE TIME: 13:10  
LOCATION:

601 FELLOWSHIP ROAD  
MT LAUREL, NJ

DATE: 2/23/13  
APPROX ARRIVAL TIME: 13:30  
FINAL DESTINATION LOCATION:

Total Charter Price \$421.00

Customer # 472482

Company Name HANATOUR

Trip # 119925





Phone: (800) 454-2487

Fax: (972) 789-7018

## Notice of Trip Confirmation

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Jan 23, 2013	Jan 23, 2013	119925

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19027

## EVENT

HANATOUR GROUP

Page 1 of 2

## COMMENTS

Phone: 215 935 2500

Fax: 215 935 2503

CONTACT NAME	PHONE #	PO / CONTRACT	CUSTOMER #	PREPAY AMOUNT	PAYMENT METHOD
SHAUN CHO	215 935 2500		472482	\$0.00	Other
# of Buses	Vehicle Type	Location	Date / Time		

628 WASHINGTON AVENUE  
PHILADELPHIA, PA

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\*\*IT IS DRIVERS RESPONSIBILITY TO ADHERE TO ALL DOT REGULATIONS\*\*  
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BUS AND DRIVER TO RELEASE TO PHILADELPHIA

IMPORTANT NOTES: Anytime you properly park & secure your bus in a safe area not interfering with the flow of traffic, no passengers are in your bus, & you leave the bus, you can log yourself on line #1 "OFF DUTY". You are then free to do anything of your choosing, providing you are available prior to your passenger's return. The "OFF DUTY" status is for meal, sightseeing and other stops of 30 minutes or more. -Driver to provide assistance in loading and unloading luggage when requested by customer! -Routing attached- Group is responsible for parking, tolls & driver hotel (when applicable). Additional service requests - Driver to contact OSC for authorization on any additional charter service (including time or miles) not included on this itinerary. Credit card payment required for any additional service request. Driver and client signature required on trip sheet. Charter Department contact information: 800-454-2487 during regular business hours, M-F, or 214-849-7729 after hours. Thank you for your cooperation & HAVE A SAFE TRIP!

Charter Charge	\$421.00 X 1	\$421.00
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We would like to thank you for your patronage. Greyhound prides itself on our outstanding customer service and our attention to safety. We encourage you to visit [www.safersys.org](http://www.safersys.org) and view our Company Snapshot. Greyhound

Total Charter Price	\$421.00
Payments Received	\$0.00

Total Charter Price \$421.00

Customer # 472482

Company Name HANATOUR

Trip # 119925





Remit to: Greyhound Charter  
24714 Network Place  
Chicago IL USA  
60673-1247

# INVOICE # 119925

PRINTED ON	TRIP NUMBER
Jan 23, 2013	119925

HANATOUR ATTN: SHAUN CHO 7320 OLD YORK ROAD SUITE 226 ELKINS PARK, PA 19027  Phone: 215 935 2500 Fax: 215 935 2503		EVENT HANATOUR GROUP COMMENTS			
CONTACT NAME	PHONE #	PO / CONTRACT	CUSTOMER #	PREPAY AMOUNT	PAYMENT METHOD
SHAUN CHO	215 935 2500		472482	\$0.00	Other
# of Buses	Vehicle Type	Location	Date / Time		
01	50 Passenger - GLI	Pickup: JFK AIRPORT, NY Destination: MT LAUREL, NJ Dropoff: PHILADELPHIA, PA	Feb 23, 2013 10:30 Confirmed Feb 23, 2013 13:30 Charter Charge	\$421.00	

We would like to thank you for your patronage. Greyhound prides itself on our outstanding customer service and our attention to safety. We encourage you to visit [www.saftersys.org](http://www.saftersys.org) and view our Company Snapshot. Greyhound

Total Charter Price	\$421.00
Payments Received	\$0.00
Balance	\$421.00

Please detach this part and return this portion with your final payment

Customer # 472482  
Company Name HANATOUR  
Trip # 119925



Total Charter Price	\$421.00
Prepayment Amount	\$0.00
Final Balance Payment	\$421.00
Amount Paid	