TrailHopper's Duty of Care

In the Event of Passenger Misconduct

TrailHopper is committed to providing a unique wine tasting experience that is fun, safe and enjoyable for all onboard. However as alcohol is involved we have a **legal duty of care** to take reasonable steps to ensure the safety of all passengers, as well as our winery partners and of course our guides.

This agreement defines the grades of passenger misconduct and advises you of the Duty of Care actions your TrailHopper guide is **legally required to take** in these events. We hope this helps you to make responsible choices throughout your tour.

Grades of Passenger Misconduct and TrailHopper's Duty of Care Actions:

Grade	*IF your guide deems that:*	*THEN our legally required Duty of Care response is:*
1	You are on your way to becoming intoxicated, or are at risk of being refused service from a winery	• You will be notified that you are at Grade 1 on the scale of passenger misconduct and are at risk of having your tour stopped, AND • You will be required to sit behind or beside the driver for a period of time deemed appropriate by your guide AND • If you continue to progress to subsequent grades, your tour will be stopped and in some cases you may be removed from the bus and police notified.
2	You are intoxicated AND / OR You are acting disrespectfully to anyone onboard or to the wineries AND / OR You are refused service from a winery	• Your tour will be stopped immediately with no refund applicable, AND • We will assess whether to remove you from the bus at a safe, central location such as the local police station. ***This means...*** • You will not be taken to any further licensed venues, AND • You may be removed from the bus at a safe, central location, such as the local police station, to make your own way home, OR • We may offer to take you to a bakery or non-licensed location for a period of time, to collect you later in the day (Note: only if your guide deems that there is time and it is safe and appropriate to do so), OR • We may invite you to remain on the bus for the remainder of the tour if the driver deems it is safe and appropriate to do so.
3	You are heavily intoxicated; AND / OR You are acting aggressively to anyone onboard, or to the wineries	• Your tour will be stopped immediately with no refund applicable, AND • We will notify the police AND • You will be removed from the bus at a safe central location, such as the local police station

Please also note:

- If you are physically ill on the bus, a befouling fee of $200 will be incurred.
- If you are physically ill and need the bus to stop, the bus can only stop at a safe location and allow a maximum wait time of 5 minutes before it must continue on (except in the case of medical emergency).

I confirm I have read and understand the Duty of Care actions TrailHopper will take in the events of passenger misconduct.

Name: _____ Phone Number: _____

Signed: _____ Date: _____