



Terms & conditions

Cancellation /Change policy:

Cancellations with more than 72 hours' notice will be refunded full amount of your payment less a \$30.00 processing fee. Cancellations to your reservation with less than 72 hours notice will not receive a refund. No refund also applies to "no shows".

It is passenger's responsibility to supply most up to date information in regards of your arrival /departure time. Failure to do so may result in cancellation of your transfer without any refund.

Wedding deposits are non-refundable if cancelled within 3 months of the actual event.

Booking changes:

You may be charged an additional cost if there is a change to your scheduled reservation pickup /drop off time within 72 hours of your booking that goes beyond our usual "waiting time" (please see below).

In some cases, your reservation may have to be cancelled if we cannot make amends where no refund applies.

Waiting Time policy:

Passengers waiting at the airport /cruise terminal:

Your reservation includes waiting time of up to 30 minutes beyond your scheduled pick-up time. (Pickup time is 30 minutes after your scheduled arrival for domestic flights and 45 minutes for international flights).

If the delay goes past 30/ 45-minutes beyond your scheduled pickup time, your reservation may incur an additional fee that will be relevant to the changes or may be subject to cancellation without any refund given.

Passengers travelling privately to/ from events, special occasions, etc:

Pickup time is set and needs to be adhered to as most of the vehicles are reserved for another reservation unless specified prior to your pickup. Please keep in mind that waiting time is charged at a cost of \$150 per hour. You will be charged per half an hour increment and will be billed as a additional cost via our invoicing system.



Passengers departing from their location:

Our waiting time allowance is 10 minutes from the scheduled pickup time (if it won't make a driver late to their next pickup location). We reserve right to cancel transfers and move our drivers onto their next pickups if clients are not ready to depart 10 minutes beyond their scheduled pickup time.

We consider clients not ready 10 minutes beyond their scheduled pickup time as "no shows" and subject to our cancellation policy. Please call our driver on 0433 964 706 if you are running late.

Pick up times:

We advise our clients to be ready 10 minutes earlier than the nominated pickup time and to have mobile phones switched on and handy should we need to contact you.

We recommend being at the airport 1 hour prior to Domestic flights and 3 hours prior to international flights.

Service Interruptions:

Pick-up and drop-off times are approximate; we do not take responsibility for delays due to traffic or any other factor outside of our control.

Travel Insurance:

You are strongly advised to purchase travel insurance prior to your departure protecting you against loss, damage and flight /cruise cancellations or delays - speak to your travel agent.

Refusal of Service:

We reserve the right to refuse transport service due to level of intoxication, antisocial behaviour, or abusive language in which case there will be no refund given.

Cleaning Fee:

If a vehicle is damaged or stained due to preventable cause, you will be charged of up to \$500 AUD to cover the cleaning cost as well as vehicle being out of service (\$800 per day) for a period that it takes to get sorted.



Pricing Policy:

All prices are shown in Australian dollars.

After Hours surcharge:

There is surcharge for late night, weekend, and public holiday travel. Please check when making a reservation. Please enquire about the cost when making a reservation.

Merchant Fee:

There is a 2% merchant fee that is charged to all card payments. If you wish to avoid this charge. Direct debit option is available upon request.

Baggage Information:

Luggage is limited to one suitcase and one piece of hand luggage per person (per airport weight guidelines). Surcharges may apply to additional luggage items like child seats, bikes, surf boards, golf bags and fishing rods.

Website:

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