



TERMS & CONDITIONS OF SERVICE

1. All prices include relevant tolls and fees where applicable to transfer.
2. Baby seats, capsules and child booster seats are provided complimentary. Requirement must be specified at time of booking.
3. In the event that you arrive prior to your scheduled pick up time we may not be able to meet you due to prior booked jobs. Please contact us to arrange a suitable meeting point at your original pick up time.*
4. The wait time period is determined by your pick-up location and starts at the time as outlined below:
 - Domestic Flight: 20 minutes*
 - International Flight: 45 minutes*
 - Non Airport/Cruise Terminal: 15 minutes

Once the wait time period has passed we will attempt to call you on the contact number you have provided.

If we are able to contact you and you advise us you no longer require the vehicle full charges will apply.

If you advise us to wait an additional \$20 per 15 minutes of extra waiting time will be applied and is payable to the driver (please note extra wait time may not always be possible due to the driver's schedule). If after the agreed wait time extension we have still not collected you the driver will make contact with you again and advise he must leave and full cancellation charges, including extra wait time will apply.

If we are unable to contact you the driver will be advised to move on at the end of the wait time period and full cancellation charges will apply.

*Airport/Cruise Terminal pick-up: Wait time period starts at flight/cruise arrival or at schedule time of booking where no flight/cruise number information has been supplied. For this reason we strongly recommend flight/cruise information is provided so we may track your flight for early/late arrival.

5. Rates quoted are for the direct trip any additional stops along the way must be pre-arranged at time of reservation as additional waiting time will be levied to the journey at \$20 per 15 minutes.
6. Cancellations only will be accepted up to 24 hours prior to scheduled pick-up time. Bookings cancelled within 24 hours prior to scheduled pick-up time or a no show will incur full charges.
7. No food or drink is allowed in the vehicle (water is acceptable in a sealable bottle). A \$220 cleaning fee will be levied if the vehicle requires detailed cleaning in the event of spills, food or sickness causing the vehicle to be soiled and unusable for a period of time.
8. Please note we do not operate any services on Christmas Day.