



## TERMS & CONDITIONS OF SERVICE

### 1. Tolls & Fees

All prices include relevant tolls and fees where applicable to transfer.

### 2. Surcharges

- **Baby Seats:** Baby seats, capsules and child booster seats are provided complimentary. Requirement must be specified at time of booking.
- **Luggage Trailers:** Luggage trailers are available if required for 7, 12 and 20 Seater vehicles. Requirement must be specified at time of booking.
- **Penalty Rates:** Bookings between 0001 and 0559 will incur a 25% surcharge.

### 3. Grace Period & Wait-Time Policy

Grace Period is determined by your pick-up location and starts at the time as outlined below. Once the Grace Period has passed we will attempt to contact you on the provided contact number several times. If we can contact you, you may advise us to move on (full charges will apply) or to wait (vehicle's hourly rate per minute applies in 15 minute blocks). If we cannot contact you, the driver will be advised to move on at the end of the Grace Period and full cancellation charges will apply.

- **Domestic Flight/Cruise Terminal:** 20 minutes\*
- **International Flight:** 45 minutes\*
- **Non Airport/Cruise Terminal:** 10 minutes

\*Airport / Cruise Terminal Pick-up: Grace 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.

### 4. Cancellation Policy

Cancellations only will be accepted up to 24 hours prior to scheduled pick-up time. Bookings cancelled less than 24 hours prior to scheduled pick-up time will incur full charges.