



~ Our Terms & Conditions ~

- Our hourly services and waiting time are charged in 15 minute bands.
- All tolls and parking fees are charged in addition to the stated price and are charged at cost.
- Phone calls (ring on approach, etc) if requested are charged at \$3.00 plus gst.
- There is a 5% surcharge for credit card transactions.
- There is a 10% surcharge for Cabcharge payments.
- To ensure our best service we would appreciate at least 24 hours notice for reservations.
- The estimated cost of the service will where possible, be given in advance with extras including waiting time, tolls, phone calls & parking fees added, once these are confirmed by the chauffeur.
- Our Executive Services are charged on an hourly basis, however, the charge for a specific service can be provided on request.
- We require a minimum of 24 hours notice of cancellation.
- In the event of cancellation with less than 24 hours notice, a fee of 50% of the estimated service fee (as provided at the time of reservation) will apply.
- In the event of a client defaulting on a requested service the full cost of the service will be charged to their credit card.
- Services which extend beyond midnight or commence before 6am will be charged at an additional 25% of the standard cost of the total service.
- A 50% surcharge & a minimum charge will apply for reservations made for, or extending into Christmas Day & Boxing Day, Good Friday & Easter Sunday, New Years Eve - 12 midnight to 6 am - New Years Day.
- For safety reasons no luggage will be carried inside the vehicle.
- Under licensing conditions no food or beverages may be carried or consumed within the vehicle.