

## Bookings Terms and Conditions

By choosing Caprice Cars as your preferred transport service any accepted bookings are subject to the terms and conditions as outlined below. By confirming your booking with us, you are also accepting the following terms and conditions:

### Quotations

Prices provided are valid for up to 1 (one) month at the time of quotation and are subject to vehicle availability. Prices quoted are all inclusive of 10% GST and are calculated in Australian dollars. As is the case for any fares, fees or charges, the onus is on the payer to seek a quotation prior to accepting the quote.

### Airport arrivals

Caprice Cars monitors all flight arrival times to ensure that your chauffeur is at the terminal when you disembark. Regardless of how long your flight is delayed, normal waiting periods commence from ACTUAL flight arrival time and NOT the scheduled arrival time.

Caprice Cars provides 30 (thirty) minutes complimentary wait time for Domestic Arrivals and up to 1 (one) hour for International Arrivals.

Please note once your international flight has landed, for economy class passengers your driver will enter the airport half an hour (30 minutes) after your plane has landed and wait for you at the bottom of the escalators. For business class passengers your driver will enter the airport 15 (fifteen) minutes after your plane has landed and will be waiting immediately outside of the international area. For all incoming flights our driver will be waiting for you with a digital name sign.

Please remain inside of the international area until your driver has been located. In the event your plane is early you will also need to remain in this area.

### Point to point transfers

Unless a specific duration of waiting time has been pre-booked, Caprice Cars cannot guarantee the availability of a booked car/driver beyond the original booked pick-up time.

Caprice Cars provides 10 (ten) minutes complimentary wait time and will endeavor to contact you if you have not yet arrived. Your Chauffeur will wait a further 5 (five) minutes before considering the booking a "No Show". You are required to contact us by phone if extra waiting time is required otherwise additional charges may apply.

**Note: "No shows" will be charged a minimum \$100 cancellation fee and may vary based on the service originally booked.**

Caprice Cars requests a minimum 2 (two) hours for ANY amendments made to bookings to avoid additional charges which will be made and charged at our discretion.

Should you wish to 'amend' your agreed pickup time(s) we will do our best to fulfill this for you but may not be able to do so if it clashes with another booking. Our office (or driver) will advise should this be the case and whether we can come to an agreed alternative pickup time. Should we not be able to accommodate this we will need to charge you for the booked transfer regardless of whether the trip was fulfilled.

Should a refund need to be issued, Caprice Cars may retain any other fees charged. These costs may be charged either entirely or partially, regardless of whether travel has commenced with Caprice Cars

### Point to point waiting times

When our services have been booked for a specific time, Caprice Cars offers a complimentary wait time of 10 (ten) minutes when servicing your booking. Any additional waiting time after the complimentary wait time will be charged per below.

\$1.00 per minute after complimentary 10 minutes and up to 1 hour  
\$1.50 per minute from 1 hour and up to 1.5 hours  
\$2.00 per minute after 1.5 hours up to 2 hours  
\$3.50 per minute for any time after the initial 2 hour wait

Note: \$1.50 per minute applies on South Australian public holidays for the first 30 mins (after the complimentary 10 minutes) and any time after that it will be \$2 per minute until the 2 hours has passed then rates apply as per above. This charge includes GST. We will not be held liable for any missed flights etc at any time as this is the client's responsibility to ensure adequate time has been allowed when making the booking.

For any transfers booked after 11:00pm we allow a 10 min grace period then \$2.50 per minute for the first 20 mins then \$3.00 per minute for any time after that until the pickup has been made.

### Wine and other day tours

To enable us to book your tour, we will require pick up location(s) and relevant destination(s). In addition to this we need to know passenger numbers and the time frame you would like to book our services for as well as a contact name and number for the day.

Upon agreeing to book our services, we will confirm your booking via email. We will also request credit card details to hold on file to charge a non-refundable deposit on the day the booking is made. This deposit secures the vehicle(s) for your chosen date and/or time.

### Payments to secure your booking

To secure your booking the following is required as per below:

Airport & other single transfers – Credit card details to be provided  
All tours - \$100 (one hundred) non-refundable deposit  
Weddings - \$350 (three hundred & fifty) non-refundable deposit

### Weddings/Special Events

When making a booking for a wedding or special event, Caprice Cars requires a \$350 (three hundred & fifty dollars) non-refundable deposit on the day the booking is placed, and the remainder is required a minimum of 4 (four) weeks prior to the agreed date (unless agreed otherwise). For cancellation terms and conditions regarding weddings and special events, please see below.

### Amendments to bookings

If you wish to make any changes to your booking after it has been confirmed, these can only be accepted subject to availability. Caprice Cars reserves the right to charge a fee in relation to any amendments made to your booking, in addition to any other charges that are applicable.

## Cancellations

Caprice Cars requires a minimum notice for cancellations for the following scenarios to avoid additional charges being made:

2 months:

- Weddings

72 hours would be appreciated:

- Tours or hourly hires
- Airport Arrivals/Departures
- Christmas Day, Public Holidays, Grand Finals etc

### Cancellation charges

Should our driver be on their way or is waiting at the agreed location when we are advised of the cancellation this will be charged in full.

If we are advised of the cancellation with:

Less than 2 hours' notice - 100% of total fare cost  
Between 2 hours' and 12 hours' - 75% of total fare cost  
More than 12 hours' but less than 24 hours' - 50% of fare cost  
More than 24 hour notice – No fee charged

If a client has made a booking with Caprice Cars and is unable to locate the Chauffeur and chooses not to contact us, the client will be liable for the full fare cost.

### Winery & hourly hire tours cancellations are:

Less than 48 hours' notice - \$300 charge  
More than 48 hours' but less than 72 hours' notice - \$250 charge  
More than 72 hours' notice – No charge  
Note: these charges may be applied to any future bookings and any deposits made are non-refundable

### Wedding cancellations:

If wedding transfers are cancelled less than thirty (30) days before the set date \$300 (three hundred dollars) or the full amount whichever is the lesser will be charged for EACH car that was booked for that date.

Should the car(s) be cancelled after the 30 (thirty) day cut off, then \$300 (three hundred) dollars per car will be charged in the event of a change of date and rebooked with Caprice Cars (subject to car and driver availability). In this instance only we are willing to apply these charges to any future bookings regardless of the service booked within twelve (12) months of the initial date booked.

These charges are in addition to any deposits made when securing your booking and cancellations will be charged at our discretion.

We request a non-refundable or transferable deposit as this secures the vehicle(s) for your chosen date and/or time. Due to this we are unable to take other bookings for that vehicle and as a result may have turned other work away.

**Please ensure you read the cancellation charges prior to booking**

## Rates

Please contact us for all rates as these are dependent on the vehicle type and any other additional hiring requirement.

Rates provided **include** GST and **exclude** tolls, parking charges, airport levies and credit card fees. These additional fees will be charged directly to the credit card supplied pre trip or for our account holders processed on the current monthly invoice.

All quotes are valid for 30 (thirty) days effective from the date the quote was given and may change after this date has passed.

Surcharge rates may apply for Public Holidays / Special Events & after hours (10.30pm to 6.00 am) and will be charged at our discretion.

### Payment Methods

Caprice Cars accepts payment via the following methods and if applicable the service charges are shown alongside:

Visa & MasterCard 2%  
AMEX 3%  
Diners 4%  
Direct Deposit & Paypal attract no charges  
\*Chauffeur gratuity is at your discretion.

Monthly tax invoice statements and accounts can be setup for frequent travelers. Please contact **0418 112 999** to arrange.

For account holders - By placing a booking with Caprice Cars you agree to these terms and conditions and authorise Caprice Cars to charge the payment against your credit card in full for any charges relating to your reservation, including, but not limited to charging in full for the reservation should you be considered a "no show".

### Liability

Caprice Cars are not liable in the event of a mechanical breakdown while on hire nor are we responsible for any delays or termination of journey caused by motor vehicle accidents, etc. and will only be responsible for making up lost time at a mutually agreed date, but we will work with you to arrange alternative transport for you.

Should the incident occur before your tour commences, we will try and arrange a replacement car or van for you. If the incident occurs during the journey, we will arrange an alternative time suitable for both parties to ensure we fulfil our obligation on a mutually agreed date.

The client and/or (passenger(s) being transported assume(s) full financial liability for any damage to the vehicle caused during the trip be it by the client or any member of the clients' party. (This does not include damage as a result of a motor vehicle accident).

### Lost property

Caprice Cars are not responsible for any lost, missing, or damaged items etc in the vehicles however we will do our best to return your goods to you at a mutually agreed time and/or date.

Alternatively, if we are unable to come to an agreed time, we will leave the items at the nearest police station for the party to collect

## Restraints

Seat belts are required by law to be worn by every passenger of any vehicle you and/or your group(s) are transported in. If we are pulled over for inspection during your tour, both the individuals and driver will be fined, and the total of these costs will be charged against your card.

Should we be transporting service dogs or guide dogs they need to be seated in the front passenger front floor.

## Transporting minors and special needs persons

A minor is considered a person under the age of full legal responsibility and in South Australia a child is a person under 18 years of age.

As all our drivers have police clearances with DHS we are able to transport children and persons with special needs.

Any passengers who are aged 11 (eleven) years or under, must be accompanied by either a parent or guardian, the only exception is if prior to transport there has been an agreement confirming the drop off point and advising the details of the adult who will be collecting the minor. Before we can release the minor, we ask the collecting adult to show proof of identification which may include our chauffeurs' taking photos or copies of other identification for this proof.

When travelling in a motor vehicle in South Australia, all children under 16 years of age must be restrained in a suitable approved restraint that is properly adjusted and fastened.

## Children up to the age of 6 months

- Must use an approved rear facing infant restraint.
- Must not travel in the front seat of a vehicle that has two or more rows of seats

## Children 6 months up to 4 years

- Must use either an approved rear facing infant restraint or a forward-facing child safety seat with an inbuilt harness.
- Must not travel in the front seat of a vehicle that has two or more rows of seats.

## Children 4 years up to 7 years

- Must use either an approved forward-facing child safety seat with an inbuilt harness, or a booster seat with a properly fastened and adjusted lap-sash seatbelt or safety harness.
- Must not travel in the front seat of a vehicle that has two or more rows of seats, unless all the other seats are occupied by children who are under 7 years.

## Children 7 years up to 16 years

- Must use either an approved child restraint (a child safety seat or booster seat depending on their size), or a seatbelt that is properly adjusted and fastened.

## Seating Capacity

Vehicles cannot be loaded beyond seating capacity. Luggage, prams, and other accessories are restricted to boot capacity only. Those which do not fit in the boot of a sedan will not be placed within the vehicle under any circumstances. In this instance the client is liable to organize alternative means / transport to transfer their luggage.

## Requested to leave the vehicle

Should any of our drivers, co-workers, contractors, or any other person working for or on behalf of Caprice Cars feel any of the passenger(s) need to stop drinking, they will be asked to do so and provided with a sick bag for their use if required.

In the event any form of drug taking and/or substance abuse, the driver may at their own discretion ask the individual(s) to disembark from the vehicle at any time.

If the individual in question is part of a group, it will be up to the other travellers as to whether they continue their trip with Caprice Cars and if they choose not to proceed with the booking, they will be charged as if the trip had been fulfilled per the original booking.

Should this be the case, it will be up to the individual/group to make their own way from the point they had left the vehicle.

**Sanitation fee for all vehicles is \$650.00 (six hundred & fifty dollars per incident.**

We ask that the vehicle(s) are kept as clean as possible and any rubbish you have is taken with you.

## Harassment

Should any of our drivers, co-workers, contractors, clients or any other person working for or on behalf of Caprice Cars feel threatened or harassed in any way, they will be encouraged to report the incident to the South Australian police department

The driver may at their own discretion ask the individual(s) to disembark from the vehicle at any time and if need be, may drive to a police station for their own safety.

Harassment is classified as any verbal or physical conduct designed to threaten, intimidate, or coerce an individual including both sexual and verbal harassment.

Sexual harassment includes unsolicited and unwelcomed sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature.

Verbal harassment includes comments that are offensive or unwelcome regarding a person's national origin, race, colour, religion, age, sex, sexual orientation, pregnancy, appearance, disability, gender identity or expression, marital status or other protected status, including, slurs and negative stereotyping.

## Additional Booking Terms & Conditions

Smoking is strictly not permitted in any of our vehicles. In the event the client or any member of the clients' party causes damage to the vehicle, the client will be financially responsible to repair that damage.

Consumption of water within all our vehicles is permitted but will not allow any other food or beverages to be consumed at any time.