

Adelaide Chauffeur and Tours

Bookings Terms and Conditions

By choosing Adelaide Chauffeur & Tours 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 & Rates

Prices provided are valid for up to 30 (thirty) days 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.

Please contact us for all rates as these are dependent on the vehicle type and any other additional hiring requirement. Prices provided **include** GST and **exclude** tolls, parking charges, airport levies and credit card fees. If relevant, these additional fees will be charged directly to the credit card supplied or for our account holders processed on the current monthly invoice.

Surcharges

Bookings made within the following times attract surcharges as per below, are charged in addition to quoted rates and at our discretion:

Between 1:00am – 5:00am (0100 - 0500) \$25

Between 5:01am – 6:00am (0501 – 0600) \$15

Between 11:00pm – 12:59pm (2300-2459) \$15

Public Holidays \$25 per transfer and an additional \$15 per hour for tours on quoted jobs as well as \$15 for international airport pickups.

Christmas Day, Boxing Day, New Year's Eve and Day rates all carry a surcharge, and you will be notified of this cost prior to being charged.

Airport arrivals

Adelaide Chauffeur & Tours monitor 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.

We provide 30 (thirty) minutes complimentary wait time for Domestic and up to 60 (sixty) minutes for International. For wait times past these please refer to 'point to point waiting times' for additional charges.

For all incoming flights, driver will be waiting with a digital name sign.

For domestic arrivals we will be waiting at the bottom of the escalators.

Once your international flight has landed, for economy class passengers your driver will enter the airport forty-five minutes (45 minutes) after your plane has landed and for business class passengers your driver will enter the airport 20 (twenty) minutes after your plane has landed and wait for you at the international departures.

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.

Adelaide Chauffeur & Tours will not be held liable if at the time of booking there is no mention of excess luggage, prams, baby seats, wheelchairs etc and should another vehicle need to be arranged, you will be charged the full rate for the original vehicle whether the driver completes the trip booked.

Point to point transfers

Adelaide Chauffeur & Tours cannot guarantee the availability of a booked car/driver beyond the original booked pick-up time. Adelaide Chauffeur & Tours provides 5 (five) 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.

Point to point waiting times

When our services have been booked for a specific time, Adelaide Chauffeur & Tours offers a complimentary wait time of 5 (five) minutes when servicing your booking. Any additional waiting time after the complimentary wait time will be charged per below and include GST.

\$1.00 per minute after complimentary 5 minutes up to 30 minutes
\$2.00 per minute after 30 minutes and up to 1 hour inclusive
\$3.00 per minute after 1 hour has passed and will be charged from the original time booked including the 5-minute grace period in addition to the original booking charge.

For any transfers booked after 11:00pm we allow 5 (five) mins grace period then \$3.00 per minute until the pickup has been made.

For South Australian public holidays above wait times are doubled. 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.

Adelaide Chauffeur & Tours 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.

No shows are charged full transfer costs as the cancellation fee

Should a refund need to be issued, we may retain any other fees charged and these costs may be charged either entirely or partially, regardless of whether travel has commenced with us.

Consuming food and beverage in the vehicle(s)

As Adelaide Chauffeur & Tours does not have a liquor licence, we are unable to have passengers drinking or eating in ANY of our vehicles.

As part of the Transport passenger Act, inspectors may randomly pull our drivers over to inspect their licence and accreditation and may also inspect the vehicles for opened containers. If the inspector finds any one in possession of any opened bottles/cans of alcohol on board, both Adelaide Chauffeur & Tours AND the individual(s) onboard may be fined which carries a maximum penalty of \$1,250.

The driver may also lose their accreditation on the spot meaning they will be unable to finish the tour/transfer and all parties will need to find an alternative way to the destination at your own expense. If this

occurs the tour/transfer will be charged in full as per the quote given regardless how far into the trip you may be.

Consumption of water within all our vehicles is permitted but will not allow any other food or beverages to be consumed at any time. Water is supplied by Adelaide Chauffeur & Tours when you are on tour

Note: this does not apply to any unopened beverages you have purchased whilst on tour with us.

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) & driver(s) for your chosen date and/or time.

Tours are charged by the agreed hourly rate and after the minimum hour charge has passed are calculated in 15min increments until the tour has ended or you have been dropped at your destination.

For our wine tour groups we encourage you to make bookings at each venue to ensure we aren't turned away on the day.

For a 'full day' tour which is generally 8 (eight) hours we recommend:

Your choice of 2 (two) wineries before lunch, your lunch stop, then another 2 (two) wineries after is generally a nice leisurely pace without being rushed.

Keep in mind if you're considering silver service or fine dining lunch, some of these can take up to 2.5 (two and a half hours).

Payments to secure your booking

A valid credit card is to be provided (even if you are paying via EFT or cash) and 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

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. Adelaide Chauffeur & Tours reserves the right to charge a fee in relation to any amendments made and in addition to any other charges.

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 or - 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 you are unable to locate the driver and do not notify us, you will be charged as a 'no show' and 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 except for \$100 booking fee
Note: Charges other than initial \$100 deposits may be applied to any future bookings within 12 (twelve) months of original booking date.

Please ensure you read the cancellation charges prior to booking

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 may receive a fine, that being the case the total cost of these fines will be charged against the card supplied at the time of booking.

Seating Capacity and use of seats

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 it is up to the client to organize alternative means / transport to transfer their luggage and arrange payment for this.

When it comes to use of seats, a person must not stand on, or place a foot on a seat in a public passenger vehicle as this carries a maximum penalty of \$750 and may be charged at the driver's discretion.

Payment Methods

Adelaide Chauffeur & Tours accepts payment via the following methods and if applicable the service charges are shown alongside:

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

Requested to leave the vehicle

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

Smoking and/or vaping is strictly not permitted in any of our vehicles. In the event any form of smoking, 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 us 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 \$850.00 (eight 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.

Transporting minors and special needs persons

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

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

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

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.

Children 4 years up to 7 years

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

Children 7 years up to 16 years

- Must use a seatbelt that is properly adjusted and fastened.

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

Should the incident occur before your trip commences, we will try and arrange a replacement vehicle 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 due to a motor vehicle accident)

Transporting animals

We do not allow any animal on board our vehicles with the exception of authorised service/assistance dogs. Any soilage incidences will be the responsibility of the owner to pay the sanitation fee of \$850 which will be charged against the card supplied at the time of booking.

Liability

Adelaide Chauffeur & Tours and/or contractors 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, road works, delayed flights etc and we will work with you to arrange alternative transport for you.

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.

Harassment

Should any of our drivers, co-workers, contractors, clients or any other person working for or on behalf of Adelaide Chauffeur & Tours 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.

Lost property

Adelaide Chauffeur & Tours 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. Should we need to make a special trip for you this will be added to your invoice.

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