

ATLANTIC LIMOUSINE TRANSFERS & TOURS.

TERMS AND CONDITIONS OF CARRIAGE.

----- PICK UP / DROP OFF LOCATIONS -----

Brisbane Airport Domestic flights: Pickup will be by the respective carousel allocated to your flight, irrespective of your having luggage or not.

Brisbane Airport International flights: Once you are cleared by the Australian Customs & Border Control, proceed to the arrival hall where your allocated chauffeur will have a board bearing your name or wait by the Coffee Club if for any reason your assigned driver isn't there yet.

Gold Coast Airport Domestic & International flights: Pickup will be by the respective carousel allocated to your flight, irrespective of your having luggage or not.

Sunshine Coast flights: Pickup will be by the respective carousel allocated to your flight, irrespective of your having luggage or not.

PRIVATE TRANSFERS

Transfer Type: Your booking is valid only for the transfer type and destination booked by you and, further changes to your itinerary or routes will attract further charges.

Refund Policy: A full refund will be made via your initial means of payment (credit/debit cards or an account if done via electronic fund transfer) if you give at least 24 hours' notice, 50% of the fare will be refunded if less than 24 hours' notice was given.

NO SHOW BY PASSENGER: Passengers who are not at the designated pickup areas and who have not informed us of a change in pickup will forfeit the full payment made.

NO SHOW BY ATLANTIC LIMOUSINE: We will do a full refund of your paid fare, if we do not show up at your pickup point after **ONE**

hour and we haven't informed you of any delay. **Delays caused by occurrence of natural disasters e.g. flood, fire, earthquakes, riots, protests or major accidents causing road blockages are not covered for refund.**

Luggage Allowance: You must inform us (either via email or SMS) of the number of luggage you have as this determines the type of the vehicle used for your journey.

Waiting Time: 30 minutes of waiting time is allowed from flight arrival for domestic flights and 60 minutes for international flights; extra time charges apply thereafter.

Vehicle Change: Every effort is made to provide the vehicle you booked, however the next best vehicle will be used in the event of a mechanical breakdown or other exceptional circumstance e.g. delay on previous job, traffic delays or accidents.

SHUTTLE SERVICE

Fare Types

A **concession fare** applies to seniors 60 years of age and over, to full-time students and unaccompanied children.

Am I entitled to a concession fare?

You must carry your proof of concession entitlement with you, such as an over 60's senior card, or a student ID card when you travel. You must also provide your card details at the time you book. Failure to produce your proof of concession entitlement will result in full fare payment.

A **child fare** applies to children of ages 4 to (and including) 15 years of age when travelling with an adult, and includes the use of a booster seat up to the age of 7.

Cancellation policy: Whole fare charged if less than 24 hours' notice is given to us. Half fare charged if more than 24 hours' notice is given.

Conditions of carriage – Stretch Limousine

- Persons under the age of 18 are not permitted to consume alcohol in the limousine.
- The consumption of any food is not permitted in the limousine.
- Clients including children cannot exceed the total number of seats in the vehicle.
- Under age children are not permitted to travel in the limousine without supervision by a responsible adult.
- All repairs and/or cleaning cost will be invoiced and become the responsibility of the client who booked the limousine in the case of damage to the vehicle or any of its features.
- Atlantic Limousines reserves the right at all times to refuse the transportation of any passenger at any time without reason.
- Passengers who are intoxicated and/or and behave in an unruly or unacceptable manner to the driver or other passengers will not be allowed to travel in the limousine.
- Atlantic Limousines accept no responsibility for any lost, damaged or stolen property – please ensure all personal belongings are taken with you upon leaving the limousine.
- In the event of any unforeseen circumstances, be it a mechanical breakdown or any other event, either before or during the booking, Atlantic Limousines will provide a substitute vehicle if possible or other mode of transportation. We reserve the right to substitute a vehicle in case of an emergency.
- Our driver is only able to provide service according to the times booked. However, if the limousine and driver is available to

extend the booking time then additional charges will be incurred by the hour at the rate specified by the driver.

- Because of the length of stretch Limousines, there is a limit to where they can access, drivers reserve the right to deny any access to a venue that may put the vehicle and its patrons in an unsafe condition.
- Stretch limousines can only accommodate limited luggage.
- We can refuse the addition of personal decorations to the vehicle should the possibility of damage be present.

PAYMENT METHODS.

Payment can be made in the following ways;

*EFTPOS using VISA/ Master/AMEX Debit or Credit cards in the car

*Over the Phone via VISA/ Master Debit or Credit cards.

*Online via PayPal OR any other secured payment providers as deemed fit by us.

Cash payment made to the driver in the car.

*3 % on VISA/ MasterCard & 10% on AMEX cards.

Brisbane Integrated Services Ltd trading as Atlantic Limousine Transfers & Tours reserves the right to make changes the conditions as we deem fit. Such changes supersedes, earlier terms and conditions of carriage.