

## **Terms and Conditions**

By placing a booking with The Limousine Line you agree to the following terms and conditions and authorise The Limousine Line to charge your credit card in full for all charges relating to your reservation, including, but not limited to charging in full for the reservation should you be considered a "no show".

### **Airport Arrival Waiting Time**

The Limousine Line provides 30 minutes free waiting time for Domestic Arrivals and 45 minutes for International Arrivals.

The driver will wait a further 10 minutes for domestic arrivals and a further 30 minutes for international arrivals before considering the booking a "no show". You are required to contact us by phone if extra waiting time is required as charges may apply.

### **Flight Arrival Times**

The Limousine Line 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, not scheduled arrival time.

### **Point to Point Transfers**

The Limousine Line provides 10 minutes free waiting time. Your Chauffeur will wait a further 15 minutes before considering the booking a "No Show". You are required to contact us by phone if extra waiting time is required as charges may apply.

### **No-Show Policy**

For all transfers, a full cancellation fee will be charged in the event of a "no show".

### **Cancellation Policy**

The Limousine Line requires a minimum notice for cancellations:

- General Transfers: 3 hours
- Airport Arrivals: 3 hours
- As Directed Hourly Hiring: 24 hours
- Special Occasions: 48 hours
- Weddings: 5 days
- Other: Please contact The Limousine Line

All cancellations made within these times will result in a 50% cancellation fee.

Cancellations made within 1 hour will result in a 80% cancellation fee.

"No shows" will be charged 100% cancellation fee.

Changes to pick-up times are requested to be made with a minimum 2 hours notice.

### **Rates**

Please contact us for all rates as these are dependant on the vehicle type and hiring requirement.

Please note that rates include GST, Tolls and Parking and Airport Exit Tax.

Credit Card payments attract a 11% Service Fee.

Pricing for Special Events such as Christmas, New Years Eve and major Sporting Events will be provided on application.

Chauffeur gratuity is at your discretion.

### **Payment Methods**

The Limousine Line accepts Visa, Master Card, American Express, Diners Club, Cabcharge and

Cash.

Monthly tax invoice statements and accounts can be setup for frequent travellers. Please note that a minimum monthly spend conditions apply. Please contact us for further information.

Contact us on : +61 (0) 411 211 400 **Limo Hire for all your enquiries.**