



## TERMS AND CONDITIONS

### Agreed Price

The Agreed Price is the price to be paid for the journey as agreed between Perth Stretch Hummers and the customer. The times, location, route and other details of the journey are stipulated on the Booking Confirmation. Any requests to modify any of these details should be made to us at least a week in advance of the date of travel/hire and we will endeavour to accommodate minor changes to the customer's requirement, subject to our ability to do so. All bookings will be allowed one amendment, by an amendment we mean change of time or location, a change of date will deem a cancellation. Any further changes will result in a \$15.00 amendment fee. Please ensure all details are correct before signing and returning the confirmation slip.

### Vehicle supplied

We will endeavour to provide the vehicle requested by you. In the unlikely event that we are unable to do so we reserve the right to provide a substitute vehicle of similar type and capacity.

### Payment

The Balance Due is the amount outstanding net of any deposit paid. **The balance is due for payment 7 days prior to hire.**

And the agreed payment method is made at the time of booking or at the customer's request later.

Any exceptions to this policy will appear on the Booking Confirmation and /or will have been discussed at the time of booking. We do not accept cheques on the day. Cash, debit cards, or credit cards. Settlement of the Agreed Price in advance by cheque or electronic transfer must allow adequate time for funds to be cleared before the date of travel. Credit card payments are subject to a 3% surcharge on the transaction amount., and by giving us your credit card you are giving permission for this to be used for any cancellation charges, any damage caused the vehicle ,including soiling as stated at the levels below.

### Additional charges

#### a) Overtime

The hire agreement between us includes specified pick up and return times and/or duration of hire. Adhering to these times forms an integral part of our operation. Where these times are not adhered to, we may incur additional cost or risk disappointing other customers. For that reason, we reserve the right to levy additional charges should the times agreed between us not be adhered to by the customer. The overtime rate that will be charged is as specified. Rates are for each 15 minutes or part thereof. \$150

#### b) Damages

We reserve the right to charge the customer a minimum of \$300 for any damage to or soiling of the limousine or any of its equipment caused by you or members of your party. Payment of the minimum damage charge must be settled before the end of the hire.

We do not accept cheques or foreign currency as payment on the day of hire.

In the event that payment of damage-related charges cannot be made on the day of hire, the customer agrees that the amounts will be charged to the credit or debit card with which the booking deposit was paid.

Credit card payments are subject to a 3% surcharge on the transaction amount. Where the cost of rectification or repair may, in the view of the driver, exceed \$300, the minimum charge will be made by the method described above and a further amount invoiced to the customer to reflect the cost of restoring the vehicle to its previous condition.

### Cancellation of Booking

Our charges in the event of cancellations reflect our assessment of the likelihood of being able to re-hire the car following a cancellation.

Charges vary by depending on how much notice we are given.

. Where jobs are cancelled with less notice than required for a 50% payment due, the FULL Balance Due is payable.

#### \* please note:

ALL bookings are confirmed by a NON REFUNDABLE DEPOSIT AND/ OR SIGNING OF BOOKING FORM & THESE TERMS AND CONDITIONS.

- Cancellation notice where the full balance is due 4 weeks prior to hire date
- Cancellations notice where 50% of the full balance is due 6 weeks prior to hire date.

\* The above excludes any major sporting events, or weddings where the full balance is payable if a cancellation occurs 10 weeks prior to the date of booking.

IN THE EVENT OF CANCELLATION THE REMAINING BALANCE WILL BE DEDUCTED FROM THE CREDIT CARD AS GIVEN TO US OVER THE PHONE .

### Airport pick-ups

Full flight details help us to give you punctual service. We will make reasonable attempts to monitor incoming flight times, but we are unable to access reliable information until shortly before scheduled arrival times. If your return flight is going to be delayed, you should make contact with Perth Stretch Hummers to notify us, so that we can adjust our schedules and rearrange drivers. We will endeavour to accommodate delayed flight times, but cannot be held liable should circumstances prevent us from being able to respond to changes. In the event that we are reasonably notified of delays, we reserve the right to substitute vehicles.

### Lost property

Unfortunately, we are unable to take responsibility for the loss of property left in the vehicle at any time or under any circumstances.

### Breakdown

We operate a well maintained new vehicle. In the unlikely event of breakdown or the car being rendered unserviceable (for example, in the event of collision), we will use our best Endeavour to provide a back-up vehicle or vehicles as quickly as possible. However, we cannot be held liable for any consequential loss incurred as a result of vehicle breakdown or similar unavailability.

### Grace Period

We always strive to arrive at pick-up points in advance of the times agreed. Very occasionally, events outside our control (for example, traffic congestion or bad weather) cause us to be late. In these circumstances, provided we arrive within 30 minutes of the scheduled time, this will be deemed to be within the terms of the agreement, in such cases, and if reasonably practical, we will endeavour to adjust the agreed booking times to make up for the delay, for example by adding a similar time at the end of the booking period.