



Airport Transfer Company

DAY TOURS - TERMS AND CONDITIONS

ACCEPTANCE OF TERMS AND CONDITIONS

By using Airport Transfer Company (ATC) services, the purchaser / traveller accepts and agrees to be bound by Terms and Conditions. Terms and Conditions are correct at time of print but may be subject to change. Our current Terms and Conditions can be found on our website at www.airporttransfercompany.com.au.

ACCOUNTS

Accounts are strictly 14 days, unless otherwise agreed by Airport Transfer Company.

CUSTOMER CANCELLATIONS or NO SHOWS

100% cancellation fee applies for no-shows or cancellations within 24 hours. All customer cancellation requests must be sent to info@airporttransfercompany.com.au. All cancellations received with at least 24 hours' notice prior to the scheduled transfer will receive a full refund less a \$25.00 AUD administration and handling fee.

CANCELLED SERVICE/S BY ATC

ATC has the right to cancel a service/s if there are any concerns due to unforeseen safety issues that could arise unexpectedly. In the event that ATC does cancel a service, a full refund will be provided.

CHILD POLICY

Children aged from 0 months to 14 years old and will be charged the child rate. For children 15 years and over, the adult price applies on all services.

CLEANING FEE

ATC reserves the right to charge a cleaning fee of \$150.00 AUD, if any passengers soil or damage the interior or exterior of the vehicle.

DURATION

The tour commences upon picking up passengers from the pick-up destination. Passengers need to factor in the transfer time to and from their preferred destination as part of their tour duration.

ENTRY FEES

Entry fees are not included in the ATC Day Tours, passengers will need to book and pay for entry fees separately.

EXCESS LUGGAGE

Guests travelling must advise ATC if they are travelling with excess baggage, or large items which may not fit in the vehicle luggage compartment. ATC has luggage trailer available, which may be organised with prior notice. Additional luggage of more than 1 suitcase and 1 hand luggage per person will be charged \$10.00 AUD per additional piece of luggage.

FOOD AND DRINKS

Food, drinks and meals are not included in the ATC Day tours, food and drink needs to be purchased separately.

INSURANCE

ATC hold a public liability policy for services. ATC accepts no liability for death, injury and property loss as a result of negligence on behalf of those participating on our services.

INCORRECT INFORMATION

At the time of booking, if the customer provides incorrect information including but not limited to flight details, pick up times or dates. ATC is not liable for additional transport costs.

PHOTOGRAPHY

ATC may use photographs of our clients in promotional material, including but not limited to social media, if you do not consent please advise ATC.

SERVICE ITEMS

ATC does not take any responsibility for missing flight or tour connections arising from operational delays i.e. abnormal traffic congestion, poor weather, road works, etc. Traffic times listed on any of our advertising media are approximate times and will vary day to day based on traffic, weather and hazard conditions.

TRAVEL AGENTS

Travel agents shall ensure all terms and conditions are communicated with their clients.

UNRULY AND INEBRIATED PASSENGERS

ATC reserves the right to refuse the carriage of passengers that appear to be unruly, violent, or excessively inebriated. The decision to refuse carriage is the responsibility of the driver, with the intention of protecting our driver safety and the condition of our vehicles. In the case that carriage is refused, a 100% cancellation fee applies.