



Airport Transfer Company

## EXPRESS SHUTTLE - 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 the 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](http://www.airporttransfercompany.com.au).

### ACCOUNTS

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

### CUSTOMER CANCELLATIONS AND/ OR NO SHOWS

All cancellation requests must be sent to [info@airporttransfercompany.com.au](mailto:info@airporttransfercompany.com.au). All cancellations received with more than 24 hours' notice will receive a full refund less a \$15.00 AUD administration and handling fee. All cancellations and/ or no shows received within less than 24 hours will not be entitled to a refund. If cancellations are based on commercial flight delays or cancellations within less than 24 hours, no refund will be provided however ATC will endeavour to reschedule the passenger on the next available shuttle time or provide a credit to put towards another travel date.

### 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.

### 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 a 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.

### FLIGHT CANCELLATIONS AND DELAYS

The ATC Express Shuttle is offered via a schedule timetable and therefore is not subject to flight delays and cancellations as it is shared service with other passengers and strictly runs on an airport pickup timetable. Should the passengers flight be delayed or cancelled, the passenger is required to book another shuttle as per the cancellation / no show policy.

### 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.

### PICK UP TIME

ATC has the right to vary pick up times by 30 minutes when scheduling jobs the day prior to the transfer.

### 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 may 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 the 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.

### WAITING TIME

For the ATC Express Shuttle, there is no waiting time. If the passengers are not ready for the pick-up time, the driver will not wait as it is a shared service with other passengers.