



Airport Transfer Company

## PRIVATE TRANSFERS - 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.

### CANCELLATIONS or NO SHOWS

1. All cancellation requests must be sent to [info@airporttransfercompany.com.au](mailto:info@airporttransfercompany.com.au).
2. Cancellations made before 24 hours will receive a refund less a \$25.00 AUD administration and handling fee.
3. Cancellations made within 24 hours will not receive a refund.
4. Cancellations that are due to commercial flight cancellations or delays within 24 hours will be provided either a credit or refund less the 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.

### 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.

### FLIGHT DELAY

ATC will endeavour to meet the delayed arrival time or provide a substitute service subject to availability to accommodate the reschedule of vehicles and drivers.

### 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 ARRIVALS

Meeting instructions will be as per your booking confirmation for the Airport. In cases where the flight arrives early, ATC will endeavour to reschedule the transfer to meet the earlier arrival time, if this is not possible then the transfer will occur at the designated meeting point and time as outlined in our booking confirmation.

### FLIGHT CANCELLATIONS

ATC will provide a full refund with no cancellation fee, for passengers that are unable to utilize our services as a result of commercial flight delays or cancellations. The customer must advise ATC one hour prior to their transfer

when they become aware of a cancellation or substantial delay or they could be deemed as a 'no show'.

### 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.

### 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.

### 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 - ACCOMMODATION / RESIDENTAL PICK UP

ATC will charge an additional waiting time fee after 15 minutes from the schedule pick up time. Waiting time is charged at a rate of \$10 AUD per 10-minute block. All waiting time fees will be charged automatically to the credit card authorized for the transfer.

### WAITING TIME – AIRPORTS PICK UPS

ATC will charge an additional waiting time fee, if the driver is required to wait for passengers outside of the ATC allocated pickup time. Waiting time is charged at a rate of \$10 AUD per 10-minute block. All waiting time fees will be charged automatically to the credit card authorized for the transfer. Waiting time applies to domestic arrivals 30 minutes and 75 minutes for International flights, once the flight has landed.