

**Terms used** - We/our = Flomac Pty Ltd ([www.agoldcoastlimousine.com](http://www.agoldcoastlimousine.com)), chauffeurs or drivers. You/Your/hirer = The individual, company or entity who booked and paid for the vehicle hire and their accompanying guests.

**General Reservations** - All bookings must be prepaid in full. We do not accept cash payments at the point of hire. Cash payments will only be accepted as a direct deposit into our bank account and must clear our account 2 weeks before the booking date. Your booking is secure once we have received full payment.

**Wedding & School Formal Reservations** - Pre payment in full is our preferred method of booking. However, we will accept a deposit of 50% of the total amount payable. Once we receive your deposit your reservation is confirmed. The balance owing is payable 30 days before your booking date. If your deposit was paid by credit card, the balance due will be automatically debited from your credit card. A courtesy email will be sent to you a week before this deduction. If your deposit was paid by bank transfer, we will send you a reminder notice to complete the payment.

**Cancellations** - General Cancellations: All payments are forfeited on cancellation of major events ie attendance of more than 1000 people. Cancellations made more than 6 weeks in advance for other events will be given a 100% refund. Cancellations under 2 weeks from the booking date will receive a 100% refund minus a \$25 cancellation fee, subject to the re-hirability of the vehicle. Cancellations under 48 hours are eligible for a refund at our discretion, minus a \$25 cancellation fee. Cancellation on the booking day forfeits all money paid (100% loss). With exception to medical emergencies.

Wedding & Formal Cancellations - Cancellations made within 30 days of the booking date are NOT refundable. Cancellations made before 30 days of the booking date are refundable at our discretion.

**Booking Changes** – Once booked your price will not change unless you make changes to any details. We will try to accommodate any changes, subject to availability. You may cancel your booking subject to our cancellation policy. Our drivers DO NOT have the authority to change the booked times, waiting times, pick up or destination addresses or routes. Any changes on the booking day may incur further charges.

**Waiting Times & No Shows-** Excessive waiting time (over 10 minutes) is NOT included in your price unless it has been specified. Any waiting time will be charged as per our standard fees. All payments are forfeited if the hirer does not show for the booking.

**Vehicle Damage & Behavior** – The hirer is responsible for all damage caused to the limousine. This includes split drinks, soiling of seats, mud/dirt tracked onto carpet, broken glasses, broken DVD screens, broken lights and tears to upholstery. All cleaning and repairs costs will be passed onto the hirer with a min charge of \$150 with an unlimited maximum. The hirer is also responsible for any damage caused by passengers traveling in the vehicle during the hire time. If anyone traveling in the limousine behaves in an unsafe, crass or damaging way or is considered too intoxicated, we reserve the right to end the booking immediately and evict passengers from the vehicle. In this case the booking is terminated without refund.

**Safety Devices** - Seatbelts are fitted to all our vehicles and passengers are required by law to wear them, while the vehicle is moving. Child restraints/ booster seats must be used according to RTA guidelines. It is the hirer's responsibility to advise if child restraints are required. The use of seat belts and child restraints, will be the sole responsibility of the passengers or passengers guardian/parent and/or the person or entity who made the booking. **Any penalties or infringement**

**notices issued for non-compliance (ie – not wearing a seat belt or not using the correct child restraint) will be TRIPLED and payable by the person or entity who booked the vehicle.**

Unfortunately the law dictates that our drivers will have 3 demerit points per offending passenger deducted from their license.

**Security** - We require credit card details for your booking which are held as security against waiting time, cancellation, no-show and vehicle damage etc. You will be notified of any pending additional payment.

**Unforeseen Circumstances** – While we make every effort to fulfill our commitment to you, we cannot assume responsibility for circumstances beyond our control, such as traffic, road and weather conditions, illness, vehicle breakdown etc. Should there be any problem with the vehicle you have booked we reserve the right to make the closest substitution.

**Liabilities & Insurance** – Our maximum liability is limited to a full refund of monies paid related to the booking in question. We accept no liability or claim for liquidated damages, consequential loss or for any other eventuality. Our insurance policies ONLY cover passengers whilst inside the vehicle and en route.

**Vehicle Restrictions & Road Rules** - There may be instances where vehicles are unable to be negotiated over speed humps, through turns, driveways etc, rendering some locations inaccessible. In this case, we will endeavor to collect/deliver passengers at the closest possible point we can. Should the driver deem any location or situation unsuitable for the vehicle, an alternative will be sought & used or termination of travel will occur if necessary - the driver's decision will be final and no refund will be paid. Drivers will adhere stringently to all legal road rules at all times. All drivers will plot his/her own travel route/s.

**Food, Smoking, Illegal Substances & Alcohol** – Red wine, smoking and all illegal substances are strictly prohibited in our vehicles. Alcoholic beverages may only be consumed by persons over the age of 18. Drinks are NOT available in, or can be consumed in the corporate sedans – ONLY in the stretch limousines All alcohol consumption is at your own risk, liability and responsibility. No food of any kind is allowed inside our vehicles. Any passenger who does not comply with the above mentioned rules will forfeit their money and hire. A corkage surcharge \$10 applies for bringing your own drinks.

**Subcontractors** – The services of other limousine companies may be used during peak times. Although other companies will remain under our supervision, they are governed by their own operational guidelines & operate at all times under their own insurance policies.

Our terms & conditions are subject to change without notice.