

Bookings Terms and Conditions

By choosing Caprice Cars as your preferred transport service any accepted bookings are subject to the terms and conditions as outlined below. By confirming your booking with us, you are also accepting the following terms and conditions:

Quotations

Prices provided are valid for up to 1 (one) month at the time of quotation and are subject to vehicle availability. Prices quoted are all inclusive of 10% GST and are calculated in Australian dollars. As is the case for any fares, fees or charges, the onus is on the payer to seek a quotation prior to accepting the quote.

Airport Arrival Time

Caprice Cars monitors all flight arrival times to ensure that your chauffeur is at the terminal when you disembark. Regardless of how long your flight is delayed, normal waiting periods commence from ACTUAL flight arrival time and NOT the scheduled arrival time.

Caprice Cars provides 30 (thirty) minutes complimentary wait time for Domestic Arrivals and up to 1 (one) hour for International Arrivals.

Please note once your international flight has landed, for economy class passengers your driver will enter the airport half an hour (30 minutes) after your plane has landed and wait for you at the bottom of the escalators. For business class passengers your driver will enter the airport 15 (fifteen) minutes after your plane has landed and will be waiting immediately outside of the international area. For all incoming flights our driver will be waiting for you with a digital name sign.

Please remain outside of the international area until your driver has been located. In the event your plane is early you will also need to remain in this area.

Waiting Time

When our services have been booked for a specific time, Caprice Cars offers a complimentary wait time of 10 (ten) minutes when servicing your booking. Any additional waiting time after the complimentary wait time will be charged at \$1 per minute (\$1.50 on South Australian public holidays) for the first 30 mins and any time after that it will be \$2 per minute. This charge includes GST. We will not be held liable for any missed flights etc at any time as this is the client's responsibility to ensure adequate time has been allowed when making the booking.

Point to Point Transfers

Unless a specific duration of waiting time has been pre-booked, Caprice Cars cannot guarantee the availability of a booked car/driver beyond the original booked pick-up time. Caprice Cars provides 10 (ten) minutes complimentary wait time and will endeavor to contact you if you have not yet arrived. Your Chauffeur will wait a further 5 (five) minutes before considering the booking a "No Show". You are required to contact us by phone if extra waiting time is required otherwise additional charges may apply.

Should a refund be issued, Caprice Cars may retain any other fees charged. These costs may be charged either entirely or partially, regardless of whether or not travel has commenced with Caprice Cars.

Note: "No shows" will be charged a full 100% cancellation fee.

Caprice Cars requests a minimum 2 (two) hour period for ANY amendments made to bookings to avoid additional charges which will be made at our discretion. Please see below for additional cancellation fees.

Payments to secure your booking

To secure your booking a non-refundable deposit is required per below. Should you need to cancel these can be allocated towards any future bookings you make with us regardless of the service booked.

All tours - \$150 (one hundred & fifty) non-refundable deposit
Weddings - \$250 (two hundred & thirty) non-refundable deposit

Cancellations

Caprice Cars requires a minimum notice for cancellations for the following scenarios to avoid additional charges being made:

2 months:

- Weddings

72 hours would be appreciated:

- Tours or hourly hires
- Airport Arrivals/Departures
- Christmas Day, Public Holidays, Grand Finals etc

Cancellation Charges

Should our driver be on their way or is waiting at the agreed location when we are advised of the cancellation this will be charged in full.

If we are advised of the cancellation with:

More than 24 hour notice – No fee charged
More than 12 but less than 24 hours - 50% of fare cost charged
Less than 24 hour notice – 100% of fare cost charged

Winery & hourly hire tours cancellations are:

Less than 48 hours notice - \$200 charge
More than 48 hours but less than 72 hours notice - \$150 charge
More than 72 hours notice – No charge
Note: these charges may be applied to any future bookings

Rates

Please contact us for all rates as these are dependent on the vehicle type and any other additional hiring requirement.

Please note that rates **include** GST and **exclude** Tolls, Parking, Airport Levies & credit card charges. (All additional fees will be charged directly to the credit card supplied post trip or for our account holders processed on the following invoice).

Surcharge rates may apply for Public Holidays / Special Events & after hours (10.30pm to 6.00 am) – these will be charged at our discretion.

Amendments to bookings

If you wish to make any changes to your booking after it has been officially confirmed, these changes can only be accepted subject to availability. Caprice Cars reserves the right to charge a fee in relation to any amendments made to your booking, in addition to any other charges that are applicable.

Payment Methods

Caprice Cars accepts payment via the following methods and if applicable the service charges are shown alongside:

Visa & MasterCard 2%

AMEX 3%

Diners 4%

Cab Charge cards & vouchers attract a 10% surcharge

Direct Deposit & Paypal attract no charges

*Chauffeur gratuity is at your discretion.

Monthly tax invoice statements and accounts can be setup for frequent travelers. Please contact **0418 112 999** to arrange.

For account holders - By placing a booking with Caprice Cars you agree to these terms and conditions and authorise Caprice Cars to charge the payment against your account in full for all charges relating to your reservation, including, but not limited to charging in full for the reservation should you be considered a "no show".

Weddings/Special Events

When making a booking for a wedding or special event, Caprice Cars requires a \$250 (two hundred & fifty) non-refundable deposit on the day the booking is placed, and the remainder is required a minimum of 4 (four) weeks prior to the agreed date. For cancellation terms and conditions regarding weddings and special events, please see above.

We request a non-refundable deposit of \$250 (two hundred & fifty) as this secures the vehicle for your chosen date and/or time. Due to this we are unable to take other bookings for that vehicle and as a result may have turned other work away.

Liability

Caprice Cars are not liable in the event of a mechanical breakdown while on hire and will only be responsible for making up lost time at a mutually agreed date. The client assumes full financial liability for any damage to the vehicle caused during the trip be it by the client or any member of the clients' party. If a client has made a booking with Caprice Cars and is unable to locate the Chauffeur and chooses not to contact us, the client will be liable for the full transfer cost.

Additional Booking Terms & Conditions

Smoking is strictly not permitted in any of our vehicles. In the event the client or any member of the clients' party causes damage to the vehicle, the client will be financially responsible to repair that damage.

Sanitation fee for all vehicles is \$650.00 (six hundred & fifty) dollars per incident.

Caprice Cars are not responsible for any delays or termination of journey caused by hazardous road conditions (e.g. accidents, etc.) but we will work with you to arrange alternative transport for you.

Caprice Cars are not responsible for any lost, missing or damaged items etc in the vehicles however we will do our best to return your goods to you.

Vehicles cannot be loaded beyond seating capacity. Luggage, prams and other accessories are restricted to boot capacity only – those which do not fit in the boot of a sedan will not be placed within the vehicle under any circumstances. In this instance the client is liable to organize alternative means / transport to transfer their luggage.

Consumption of water within all of our vehicles is permitted but will not allow any other food or beverages to be consumed at any time.

Transporting minors and special needs persons

A minor is considered a person under the age of full legal responsibility and in South Australia a child is considered to be a person under 18 years of age.

As all our drivers have police clearances with DHS we are able to transport children and persons with special needs.

Any passengers who are aged 11 (eleven) years or under, must be accompanied by either a parent or guardian, the only exception is if prior to transport there has been an agreement confirming the drop off point and advising the details of the adult who will be collecting the minor. Before we can release the minor, we ask the collecting adult to show proof of identification which may include our chauffeurs taking photos of this proof.

Child restraints

When travelling in a motor vehicle in South Australia, all children under 16 years of age must be restrained in a suitable approved restraint that is properly adjusted and fastened.

Children up to the age of 6 months

- Must use an approved rear facing infant restraint.
- Must not travel in the front seat of a vehicle that has two or more rows of seats

Children 6 months up to 4 years

- Must use either an approved rear facing infant restraint or a forward-facing child safety seat with an inbuilt harness.
- Must not travel in the front seat of a vehicle that has two or more rows of seats.

Children 4 years up to 7 years

- Must use either an approved forward-facing child safety seat with an inbuilt harness, or a booster seat with a properly fastened and adjusted lap-sash seatbelt or safety harness.
- Must not travel in the front seat of a vehicle that has two or more rows of seats, unless all the other seats are occupied by children who are under 7 years.

Children 7 years up to 16 years

- Must use either an approved child restraint (a child safety seat or booster seat depending on their size), or a seatbelt that is properly adjusted and fastened.