

# H2 LIMOUSINES.

ABN: 86 1037 84 247

## TERMS & CONDITIONS

*Outline - we/us: H2 LIMOUSINES, Operator, Chauffeurs, Drivers HC cars & TV plates.*

*- you : the individual/s or company making a reservation, and/or any person or persons' representative or guest thereof.*

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### **General hire, Corporate functions, Group events etc.**

We require a 50% deposit on all bookings for each vehicle hired and your booking is confirmed when the deposit is paid. The balance is due and payable 30 days prior to your event. Credit card details must be given as confirmation to hold a booking at the time of making the booking. If cancellation is required, the deposit already paid will be forfeited to cover costs incurred. **All payments are non refundable.**

H2 LIMOUSINES CANNOT GUARANTEE THE COLOUR OF THE LIMOUSINE FOR GENERAL HIRE OR TRANSFERS, YOU CAN ONLY MAKE A REQUEST FOR A PREFERENCE OF COLOUR.

**WE CAN ONLY GUARANTEE THE COLOUR OF YOUR CHOICE FOR WEDDING HIRE.**

### **Wedding hire: Conditions on Deposit Paid**

Cancellations must be made 30 days prior to wedding in writing, by email or fax otherwise the balance of the total hire for the job will be required to be paid in full. It should be noted that the deposit already paid will be forfeited to cover costs incurred. Once you have confirmed and signed your booking sheet outlining your time allocations for the day, any changes must be given 30 days prior to the wedding taking place, otherwise we have the right to refuse any such changes due to our tight booking schedules.

**NOTE:** if you have booked a car for a job and you do not show at the appointed pick up or you cancel less than 30 days prior to the booking time you will be required to pay for the full price quoted. In the event of this happening you give us permission to debit your credit card with any balance owing.

### **Waiting time/Overtime:**

Whilst we will accommodate passengers during their travel, overtime and waiting time may be charged in 15 minute increments should the booking go past the finish time of said booking, delays at airports incurring waiting time, and pick ups that are late. This charge is to be paid direct to the Driver at end of travel in cash.

H2 Limousines will endeavor to get you to your destination safely, comfortably and on time, however mishaps/accidents/traffic delays etc do happen and allowances must be made for traffic holdups, weather, illness or vehicle breakdowns, etc.

We cannot be held liable for those circumstances which are beyond our control. Should there be a mishap or vehicle breakdown another vehicle will be dispatched to complete your booking. Note that our Terms & Conditions also cover subcontract cars and Drivers brought in, in an emergency. No refund will be forthcoming

Unless H2 Limousines is unable to solve the situation or problem at hand.

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**Insurances:**

Our Insurance Policy covers all authorized persons traveling in the vehicle en route to their destination. Unless chauffeur assisted, passengers assume personal liability when entering and exiting vehicle.

We reserve the right to demand full compensation for payment of any damage caused by passengers or hiring parties traveling in vehicles.

**Alcohol:**

The person booking the vehicle takes full responsibility that all alcohol brought into the vehicle for consumption whilst on route is done so by persons over 18 years of age.

**Food:**

No food is to be consumed inside vehicles whilst en route to destination.

**Smoking:**

There is no smoking and any form of contraband permitted to be used in vehicle.

**Seatbelts:**

Seat belts are fitted to all vehicles and under current legislation must be applied and fitted by each person traveling in vehicle, unless otherwise authorized.

Children and infants traveling in vehicle must adhere to normal child safety restraint rulings as per current R.T.A.guidelines.

**NOTE:**

The driver or operator of the hired vehicle at time of job has the right to refuse any person or persons from car who is behaving badly and the driver has the right to terminate and cancel job at hand without a refund.

**Credit Card Charges:**

Payments by Credit card will attract a surcharge as follows: MasterCard & Visa – 2%, Amex 4%;

*Note: due to the length of the new stretch limousines, access into some suburban streets may be restricted*

*and pickup/drop offs at front door may not be achievable.*

**H2 LIMOUSINES TERMS & CONDITIONS ARE CURRENT AND SUBJECT TO CHANGE WITHOUT NOTICE.**

