

# QUESTIONS AND ANSWERS

1) How can I make a reservation with Chariots of Fire Limousines & Hire Car service?

**Answer:** You can reserve [Online](#) on our secure website: [www.Chariotsoffirelimousines.com.au](http://www.Chariotsoffirelimousines.com.au)

By Phone: Dispatchers available 24/7, simply call us at 1300 CHARLOTS - 1300 24 27 46

By Email: [reservations@coflimousines.com.au](mailto:reservations@coflimousines.com.au) , [enquiries@coflimousines.com.au](mailto:enquiries@coflimousines.com.au)

2) What information do I need to make a reservation with Chariots of fire limousines?

**Answer:** Please provide us with the passenger(s) name(s), as well as how many passengers there will be, the pickup and drop off locations, your contact information, flight information (if any), and form of payment. If there are any special travel needs, a child seat or accommodations for animals

3) Does Chariots of fire Limousines provide worldwide services?

**Answer:** Yes we provide transportation services worldwide; on some of these international locations we require a 24 hour notice for reservations.

4) Are Chariots of fire Limousines chauffeurs and vehicles available on an hourly-hire basis?

**Answer:** Yes, we do provide hourly-hire services. Please email or call us for hourly rates and our minimum requirements in other cities outside the Melbourne.

5) What are Chariots of fire Limousine's cancellation policies?

**Answer:** If you Pick up location is:

Must cancel reservation prior to:

|                               |  |
|-------------------------------|--|
| Anywhere in Metropolitan area | 1 Hour before Scheduled Pickup Time.   |
| Anywhere out of Melbourne     | 6 Hours before Scheduled Pickup Time.  |
| Anywhere in the World         | 24 Hours before Scheduled Pickup Time. |

All Specialty Vehicles (Buses, Limousines, Antiques, etc.) 24 Hours\*\*\* before Scheduled Pickup Time. 25% NON-REFUNDABLE DEPOSIT.

Cancellations that occur at less than these time frames will result in a charge of the full fare plus any applicable tolls.

\*\*\*For special events (weddings, proms, sweet sixteen, new year's, graduations, any special events, etc.), the cancellation fee is 25% if cancelled after the reserve date, and 100% if cancelled within 2 weeks of the event date. Any change to a reservation that occurs at less than the time frames or other stipulations set forth above will be deemed to be a cancellation of the original reservation and will result in the imposition of the applicable cancellation or modification fees.

The cancellation and other fees set forth above also apply in the event the passenger is not available for his/her scheduled pick-up (no-show).

**6) Once the chauffeur has picked me up, can I change the details of my trip?**

Answer: Yes, but if you want to change any essential information about your route including your final destination, please call us and we'll handle the details. Our experienced staff must keep accurate records to best serve you in making your trip a comfortable and safe experience.

**7) How can I get a receipt?**

Answer: All Receipts are sent by email.

**8) Is Tip included in the fare?**

Answer: Yes, a 20% gratuity (tip) is included in the total fare of every trip. You are not responsible for giving the driver a tip when exiting; the driver has already been taken care of. Anything you give the driver when exiting is extra to the amount you already tipped the driver on your bill.

**9) Can I book a vehicle for someone else and pay using my card?**

Answer: Yes.

**10) When booking an airport pickup, what time should I make the car reservation for?**

Answer: For ALL airport arrivals the scheduled pickup time should be made for the time the flight is scheduled to land. If you would like to be picked up at a specific time, then you should reserve for that specific time and we will send the car for the time you choose (we still need the flight information even if you choose to be picked up at a different time than the flight landing time.)

**11) What credit cards do you accept?**

Answer: We accept Visa, MasterCard, American Express, Discover, JCB, and Diners Club.

**12) When will you charge my credit card?**

Answer: We take an authorization on the card to guarantee fund availability 24 to 48 hours prior to your trip; it will show as a "Pending transaction" on your credit card statement when viewed on-line. The authorization amount is usually higher than the expected charges in the event you decide to make additional stops or if you unexpectedly change your destination. We will then charge the correct amount to your card after your trip is completed. For all Stretch Limousine and Specialty vehicles a deposit will be charged when making a reservation.

**13) Does Chariots of fire Limousines & Car Service accept cash payments?**

Answer: Only at the office location. Drivers are not authorized to accept cash payments. A credit/debit card is required to make a reservation. Monthly or Bi-weekly billing accounts are also available

**14) Does Chariots of fire Limousines & Car Service accept personal checks or business check payments?**

Answer: Yes, checks are only accepted if you have an account with Luxor Limo, to pay monthly invoices.

**15) Can the Chariots of fire Limousines driver accept checks?**

Answer: Yes Customer needs to pay checks in advance two days prior to date of scheduled service,

**16) If we have a special occasion, can you put champagne or other beverages in the car?**

Answer: Yes, We would be happy to help you celebrate your special occasion. Champagne and other beverages are available for an additional charge, subject to availability. Only available in Stretch Limousines

**17) Do you supply car seats for children?**

Answer: Yes, we provide car seats, subject to availability. Please let us know when you are booking that a child will be traveling. There is a charge for each requested car seat because the driver must travel to our office to pick up the car seat before heading to the pickup location. It is recommended to make reservations for child seats at least 24 hours prior to pick up time. If it makes you feel more secure, you can request for a child seat.

**18) Do you permit smoking in your vehicles?**

Answer: No, the Taxi and Limousine Commission of Melbourne prohibits smoking in all licensed vehicles.

**19) I have more than three large or oversized pieces of luggage; can I put my large or oversized luggage inside the car?**

Answer: No, the luggage will damage the interior of the vehicles. Per company policy, if you are traveling with more than three large or oversized pieces of luggage, we recommend that you book a Stretch Limousine, SUV and/or a passenger van. (We have a large selection of vehicles; please call us for our recommendations)

**20) Do you allow pets in your vehicles?**

Answer: Yes, we allow pets. Please note that company policy states that pets must be in a secure pet carrier at all times. We must be notified when making a reservation that a pet will be traveling in the vehicle.

**21) Will I be charged if my flight is delayed?**

Answer: No, if your flight is delayed and the updated information is posted on the airline's website then you will not be charged. If your flight lands on time but is delayed on the runway, you will be granted 30 minutes waiting time on domestic flights and 45 minutes waiting time on international flights. If your flight lands on time, but you are unable to meet the driver within the 30 minute domestic /45 minutes international, after that time has passed waiting charges will begin.

## 22) What should I do once I land at the airport?

Answer: Call once you collect your luggage at the baggage claim area. If you arrived on a domestic flight and you added meet and greet to your trip when you reserved, your driver will be waiting in the baggage claim area. If you are arriving from an international flight and you reserved a Meet & Greet service, the driver will be waiting at the exit of customs with a Welcome Sign. For all curbside pickups please call us upon collecting your luggage and make your way to the passenger pickup area. If for any reason you cannot locate your driver please call us at

## 23) Do you provide meet and greet service by the airport?

Answer: Yes, this service must be requested when making a reservation.

## 24) What is Meet and Greet?

Answer: Meet & Greet is when the driver parks the car and meets you inside the airport with a sign, and assists you with your luggage to the vehicle. For international flights driver will meet & greet at the exit of customs, for domestic flights the driver will meet & greet at the baggage claim.

## 25) I lost an item in one of your vehicles, how can I get it back?

Answer: Please check to make sure you have all of your personal belonging with you before you exit the vehicle. If you do discover that you have lost or forgotten an item, please call our office. If the chauffeur finds the item, you can pick it up or we can drop it off at the location of your choice for a charge. We are NOT responsible for ANY lost or misplaced belongings

## 26) Will you call the passenger when the car is onsite or at the location?

Answer: Yes, we will contact you/the passenger, But It is up to you / the passenger to be ready to board the vehicle at the scheduled time to avoid waiting charges. Please provide us with at least two phone numbers, so we can reach you and call us back immediately if you have any difficulty locating your chauffeur and car/limo.