

## Terms of Carriage

Chariots of Fire Limousines (COF Limousines) and its associated Operators and Licensees are not common carriers and may refuse to carry any person/s without giving reason. COF Limousines and each Operator and Licensee is responsible for services provided by it and has no liability for any other services.

It is the hirer's responsibility to read the FULL TERMS & CONDITIONS closely as confirming a booking stipulates you accept the TERMS & CONDITIONS without exception. Full Terms & Conditions can be viewed via the following link: [www.coflimousines.com.au/termsandconditions/](http://www.coflimousines.com.au/termsandconditions/)

Subject to the terms, COF Limousines, its Operators and Licensees have no responsibility for costs or losses including missed flights or travel connections, resulting from diversion, substitution, alterations, cancellations, delay's or booking errors. It is the hirer's responsibility to advice of any changes as full costs may be incurred.

Passengers must comply with all laws and regulations in the state they are travelling and with the instructions of COF Limousines, its Operators and Licensees.

Insurance COF Limousines, its Operators and Licensees are insured for passenger travel. This insurance is for public liability and NOT travel insurance. Although every effort will be made to ensure the safe keeping of personal property, we do not accept liability for loss or damage of personal items. Please check that you have sufficient coverage for any personal property that is brought into our vehicles.

Credit Card Transactions If the transport or service is purchased with a credit card, purchaser agrees to make payment in full when billed or in extended payments in accordance with the standard policy of the issuer of the credit card.

Credit Card Surcharge Credit card surcharges may apply at the discretion of the local Customer Service Centre where the service has taken place.

All rates are inclusive of GST and are charged per hour, per vehicle, and for Direct Transfers unless fixed or other prices are quoted. Rates do not include: - ground transportation charges such as Airport parking, road & bridge tolls, telephone usage, baby seats, and entrance fees to tourist attractions or special requests. Credit card fees, booking fees and collection fees, may be incurred, check with the Customer Service Centre for further information.

WAITING TIME POLICY Arriving Passengers at airports Standard complimentary waiting time varies dependant on arriving terminal, however as a guide Domestic arrivals consist of 15 minutes complimentary waiting time, whilst International arrivals have 30 minutes. This may vary, however the policy will be advised at the time of booking. No extra charges are levied for flight delays.

Departing Passengers For transfers to the airport, the complimentary waiting time allowance is 15 minutes from the booked pick up time. If the passenger makes the vehicle wait longer than 15 minutes, waiting time at the applicable booked vehicle hourly rate per 5 minutes (or part thereof) may apply.

Amendments Any changes/amendments to your booking after confirmation can only be accepted subject to availability. COF Limousines, its Operators and Licensees reserve the right to charge an amendment fee in respect of any change to your booking, in addition to any other applicable charges in relation to the amendment.

Cancellations Cancellation charges will apply when: - Cancellations are made with less than 1 hours' notice prior to the dispatch of the vehicle for Sedans or People Mover bookings within the metropolitan area. Confirm specifics with the local Customer Service Centre. - Cancellations are made

with less than 24 hours' notice for vans or coaches 8 seats and above or any stretch limousine bookings. - Cancellations for any vehicle type are made with less than 24 hours' notice for New Zealand bookings or less than 48 hours' notice for Canberra bookings during Parliament sitting, or - Bookings where the passengers fail to arrive or make contact with the chauffeur or the local COF Limousines Customer Service Centre.

Special Cancellation Policy applies for Weddings and Events. Quotation Prices are current at the time of quotation and subject to availability at the time of booking. All quoted prices include GST. COF Limousines, its Operators & Licensees reserve the right to pass on, without notice, any increases that may occur in any applicable airport charges, road & bridge tolls, entry fees or parking charges. Airport delays on location waiting: in regards to airport pickups, COF Limousines its Operators and Licensees will monitor all aircraft movements. If passengers are delayed after arriving at the terminal, additional fees may apply for each additional 15 minutes or part thereof.

Limits of Liabilities & Insurance Maximum liability, if accepted, will be limited to a refund for the trip in question. All care will be taken, but no liability will be assumed. No claim for liquidated damages, consequential loss for any other costs will be accepted.

Exclusions COF Limousines, its Operators and Licensees shall be under no liability whatsoever to the Customer for any indirect loss and/or expense (including loss of profit) suffered by the Customer arising out of a breach by COF Limousines, its Operators and Licensees of this contract.

COF Limousines Website Conditions [www.coflimousines.com.au](http://www.coflimousines.com.au) is the website of COF Limousines. By using this site and/or the individual Customer Service Centres, you agree to the Terms and Conditions and Privacy Policy. The Privacy Policy relates to the collection and use of personal information you may provide to us through your contact on the website. Your continued use of our website and its facilities constitutes your acceptance of the terms and conditions. COF Limousines believes the information in the website is correct. COF Limousines disclaims all liability and responsibility for any direct or indirect loss or damage which may be suffered by any recipient relying on anything contained in or omitted from our website or publication.

Use of Personal Information Your personal information is used for the hiring of COF Limousines services and used for that purpose alone. By entering information in to the COF Limousines secure website booking facility, you accept that all information provided by you is your sole responsibility and COF Limousines accepts no responsibility for any incorrect information provided in respect to the hiring made through this facility. It is not given to a third party except where the purpose relates to fulfilling the obligations of your hiring. Your personal information may be retained for use in future bookings. If at any time you believe the information is incorrect, you may contact us to have it corrected. Credit Card details are stored securely for the purpose as outlined in our terms and conditions of hire. COF Limousines staff, its Operators and Licensees are obliged under the Confidentiality Deed to keep personal information secure. Disclosure COF Limousines may be obliged to surrender your personal information to regulatory authorities and law enforcement officials in accordance with the applicable law. Personal information may also be disclosed to identify, contact or bring legal action against anyone damaging, injuring or interfering with our rights or property.

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