

Terms and Conditions of Hire.

We understand and agree to the following terms and conditions provided by Twilight Limousines. Deposits are a sign of acceptance of these terms and conditions.

To guarantee that the representation that we are observed to do is of the highest possible standard, it is necessary to stipulate.

Maximum Passenger Capacity

Stretch Limousines 1 – 10 persons in rear of the vehicle. 10 passengers maximum, one passenger can be carried in front. Seat belts are to be worn at all times whilst the vehicle is operating.
No smoking inside the vehicle.

Booking:

The agreed price to be paid for journey is determined upon booking. Times, route and other necessary details of journey are stipulated on the booking confirmation. Any requests to alter details should be made at least 7 days in advance of the date, and we will attempt to adjust any necessary minor changes to the best of our ability. Agreed changes, including additional pickup and or/ drop off points may result in additional costs to the customer. These additional costs will be notified to you at the time the requested changes are accepted by us.

Deposits:

Deposits are non-refundable and are due within 7 days of booking. We agree that the cancellation of this booking will result in forfeiture of our security deposit. Security deposits are part of the total booking fee (will not exceed 40 %). All deposits are due by precise dates in order to secure vehicle, unless prior arrangements have been made.

Payments:

EFTPOS facilities are available for immediate phone bookings to secure vehicle with a service fee of 10% applicable to full payments. The balance payment is required to be made two weeks prior to the date by direct debit, cheque or money order for all bookings. Any overdue payments will incur a 10% surcharge. Refunds shall not be given upon early completion of pre-booked times

Additional Charges / Overtime:

If you feel that you will not arrive at your destination on time, we advise that you book a little earlier to avoid being late. We will accept no responsibility for lateness caused by the client.
All one hour bookings will allow up to 2 pick up that are relevantly close in proximity to allow you to get to your destination on time. Be sure to allow enough time for "happy snaps". Each extra pickup not advised as extra pickups will incur a fee plus overtime if applicable.
Overtime will be charged at the non discounted hourly rate.

Cancellation:

Strictly no refund, if cancellations are made within 14 days of event. Weddings may attract a full fee subject to date of cancellation.

Grace period:

Twilight Limousines strives to always arrive at pick up points in advance to the times agreed. However, there may be certain circumstances that can occasionally prevent us from meeting these aims such as inclement weather, road traffic accidents, road resurfacing and such like events that are outside our control. Reasonably, therefore we have inbuilt a *grace period* into our schedule, arriving 15 minutes before expected time.

Hire Type:

We offer a range of hire options, including a pick up and return service, one way service and a continual hire service. Unless you have indicated that you would like to have a continual hire, other customers may have hired the vehicle either before and/or after your confirmed booking. The inside of the car will be cleaned and replenished as necessary between hires.

Vehicle Supplied

We reserve the right to substitute any vehicle with another or refund (in full) any amount paid if we are unable to provide a vehicle due to emergency conditions outside our control.

Airport drop offs/Pickups:

Full flight details allow us to give you prompt service. If your flight is delayed either on arrivals or departures you should notify us immediately in order to adjust our schedules. We will endeavour to accommodate delayed flight times, but can not be held liable if we are unable to make certain changes.

Alcoholic Beverages:

Under no circumstances can hard liquor be consumed in the vehicle, however pre-mixes may. But please consult us first. Alcohol can not be consumed by persons under 18 years.

Damage:

The booking customer is responsible to ensure that all passengers are aware of our terms and conditions, and is also responsible for any damage to interior and exterior and/ or contents of the vehicle.

Lost Property

We are unable to take responsibility for lost property left behind in the vehicle at any time or under any circumstances.

Breakdown:

In the unlikely event of a breakdown or any other similar circumstance (for example collision) we will use our best endeavors to provide a backup or locate a substitute vehicle as quickly as possible. However, we can not be held liable for any consequential loss incurred as a result of unavailability.

Complaints Procedure:

In the unlikely event that you wish to file a complaint concerning your reservation through Twilight Limousines, either-

Email: website under construction

Phone: (08) 8284 4649 or 0432 967 913

A senior manager at Twilight Limousines will personally deal with your complaint and keep you notified throughout all stages of the complaints procedure.

**Under no circumstance is any part of the body to protrude from the vehicle.
If this occurs you maybe asked to terminate. This is against the law at all times.
We shall not be held responsible to any person or persons, company or syndicate
for injuries and are absolved from all liability.**

These terms and conditions are enforced to ensure that future patrons are guaranteed on time service, accompanied with a clean and safe environment to enjoy their tour/cruise in a Twilight Limousine. Twilight Limousines are provided for you to sit back and enjoy the company of family or friends whilst your chauffeur drives you in great style and comfort to and from your destination.

**CLIENTS PLEASE NOTE.
DUE TO THE LENGTH OF THIS VEHICLE THERE MAYBE TIMES WHEN IT WILL NOT BE ABLE TO OBTAIN
ACCESS TO EVERY DRIVEWAY, ROAD OR VENUE. THEREFORE THE CHAUFFER WILL ENDEAVOUR WHERE
SAFETY PERMITS TO ACCESS ALL VENUES.**

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Of

Agree to the above Terms and Conditions.

Signed

Dated

Date of Event.....

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