



Newcastle Transfers and Golf Tours

Terms and Conditions

Quotes

Quotes by Newcastle Transfers and Golf Tours will include your requested booking details.

It is the hirers responsibility to ensure all the requested booking details are correct.

Quotes are valid for 7 days from the date of issue.

Booking Confirmations

A booking confirmation will be sent to you in the way of an invoice.

The invoice will show your booking details including pick-up and drop-off time and location, number of passengers, transfer type and fare payable.

Newcastle Transfers and Golf Tours will not be responsible for incorrect travel times and booking details.

Payment

Your invoice will indicate the date payment is due and provide you with direct deposit details to make this payment.

Payments must be made by the due date, or your trip may be cancelled.

Please be aware not all payments are processed instantly, so we do recommend that payment be processed 48 hours prior to your departure date.

Amendments / Changes

Amendments and Changes must be submitted in writing to Newcastle Transfers and Golf Tours at the earliest opportunity.

Pending vehicle availability we will always endeavor to do our best to accommodate your changes but cannot be guaranteed.

Charges may apply, see below.

Cancellation and Postponement

We understand that your plans can and will change at times due to unforeseen circumstances. Refunds will not be issued, but we would be happy to offer you a credit based on the following;

- More than 2 weeks before, full credit to be used next time you travel
- Less than 2 weeks before, 20% cancellation fee and the remainder in credit
- Less than 48 hours before, no refund

No Show

Failure to show at the confirmed pick-up location and time for the respective trip will be classed as a No Show. This will include any passengers who are not present also. No part refunds will be issued.

Note: Your invoice is your confirmation of pick-up location and time and will be used to determine the confirmed pick-up location and time.



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Unforeseen Circumstances

Unforeseen circumstances such as, but not restricted to, severe weather event, high winds, vehicle crash, emergency road closures etc, may necessitate an alternate route which may incur time delays.

Prior to your pick-up Newcastle Transfers and Golf Tours will keep up to date with scheduled road works and possible delays to the route selected to optimize the transfer.

Waiting Time

Providing Newcastle Transfers and Golf Tours are notified of the extra time required, and providing this is able to be accommodated we will give you 15 minutes at no charge and then the following charges will apply;

30 minutes - \$50
45 minutes - \$100
60 minutes - \$150

Note: The above charges will be charged at the time and payable before the fare commences

Smoking

Newcastle Transfers and Golf Tours does not allow smoking or vaping in our vehicles at anytime.

NSW Law states that smoking in a public vehicle is strictly prohibited, this includes vaping. Passengers smoking in our vehicles will be reported to the police and a cleaning fee will be charged.

Passengers smoking/vaping in our vehicles will be reported to the relevant authorities and a cleaning fee of \$300 will be charged.

Alcohol

Newcastle Transfers and Golf Tours does not allow the consumption of alcohol in our vehicles at anytime.

NSW legislation is very clear and states that you cannot consumer alcohol or be in possession of an open container of alcohol when riding Public Transport.

You could incur a fine of up to \$1100. Failure to abide by this legislative law can result in your transfer being terminated and police being notified of the crime.

Any cleaning from alcohol spillage will also incur a cleaning fee.

Seat Belts

NSW Legislation states that all passengers **MUST** wear a seatbelt when they are fitted to the vehicle, irrespective if you class this transfer as a "bus or van". The individual can be fined and lose demerit points for failure to wear a seatbelt.



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Cleaning Fee

A \$300 cleaning fee will be charged for any excess cleaning to our vehicles which include, but are not limited to;

A person who is sick, this includes all bodily fluids

Food and drink spillage, staining of vehicle upholstery (fake tan, glitter) and;

Any smoking or alcohol related cleaning.

For any professional cleaning a invoice will be forwarded to the hirer detailing the cost of the professional cleaning plus an hourly rate for Newcastle Transfers and Golf Tours to facilitate the cleaning.

Child Restraints

We offer child seats as a complimentary service with your booking. These are not kept in our vehicles and therefore **MUST** be booked at the time of your booking to guarantee they are available for your transfer.

Note: Normal road rules apply for kids under the ages of 7 and they must not sit in the front at anytime whilst travelling with us.

Lost or Damage Property

Newcastle Transfers and Golf Tours will not be held responsible for any lost property or damages caused to your property whilst in carriage on our services.

Newcastle Transfers and Golf Tours will endeavor to recover any lost property you may have left behind and return these to you by an agreed collection date and time, return postage or return trip.

Note: postage charges for items to be returned will be at the individuals' expense and if a return trip to drop something off you to is able to be accommodated the applicable fee for this will be charged and payable on return of your property.

Vehicle Restrictions

Due to the height and length of our vehicles sometimes the exact pick-up and drop-off locations may not be achievable. This could include certain streets and venues.

Should this problem arise, our drivers will do their best to find an alternative to pick-up and drop-off. This might in case be "as close as possible" – no refund or deductions will apply.

Our drivers have the right to make any safety decisions for our passengers and vehicles. We trust you will respect their decision and understand.

Mechanical Breakdown

Our vehicles are always mechanically maintained, however, break downs can and may occur during your transfers. Newcastle Transfers and Golf Tours cannot assume responsibility for something out of our control.



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If per chance there is a mechanical issue with our vehicle;

- Prior to your transfer – you will be notified and a substituted vehicle will be arranged for your transfer.
- During your transfer – your driver will make other arrangements for your transfer to be completed. Hirers who take it upon themselves to make other arrangements will not be compensated for any costs incurred or issued a refund.

Whilst we will do everything we can to get you to your destination on time Newcastle Transfers and Golf Tours cannot be held responsible for any financial compensation for any missed flights, cruises or third party events such as concerts.

Termination of Transfer

We certainly hope this never happens.

To ensure this doesn't happen we request you read and obey the above terms and conditions and comply with the NSW Legislation and Laws we are bound by.

The driver has the right to terminate the transfers for the offending passenger(s) or the entire group. They will do this somewhere safe.

Surcharges

The following surcharges will apply to all bookings made;

- Return trip which ends after midnight (\$50);
- All trips which fall on a Public Holiday (\$50)

Trailer

We offer a trailer service to all our bookings.

The trailer needs to be booked and is complimentary on all return booking transfers. The trailer is 6 x 4 fully enclosed.

Tie down straps and securing straps will be operated by the driver where required.

Newcastle Transfers and Golf Tours will not be held responsible for any damages caused to your property whilst in transit.

Golf Tours

You will be issued with a booking itinerary in which you will be required to sign and return along with the deposit amount for your booking to be considered correct and accepted by the client.

Newcastle Transfers and Golf Tours cannot be held responsible for any date or time errors once this is signed, but will make all efforts to assist where possible.

Any changes to your golf tour may incur additional fee's from our providers and these will be passed on to the client(s) if necessary.



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Cancellation of a booked golf tour will have the following charges applied;

- Less than 2 weeks; 50% refunded, less any cancellation charges
- Less than 4 weeks; 75% refunded, less any cancellation charges
- More than 4 weeks; full refund less any cancellation charges

For full terms and conditions please visit the respective bookings websites for more details.

Winery Tours

You will be issued with an itinerary following your booking request and asked to confirm your booking by signing and returning the itinerary.

We will gladly accommodate changes where possible but sometimes this may not be available.

Any cancellation fee's from third party vendors will be the responsibility of the client.

Whilst Newcastle Transfers and Golf Tours will take the upmost care when planning and executing your winery tour – unforeseen circumstances may change the plans and we will do our best to accommodate these if they arise.

Any passenger who is sick will incur the above mentioned cleaning fee, see above.

Newcastle Transfers and Golf Tours cannot be held responsible for any bad weather, traffic conditions or winery changes.

By accepting your quote and making a booking you are accepting all acknowledgement of our above-mentioned Terms and Conditions.

Thank you,
Newcastle Transfers and Golf Tours

bookings@newcastletransfers.com.au
0422 380 024
ABN: 89 668 624 477