



Terms and Conditions for hire of chauffeur services

Your Kiwi Chauffeur Service booking will be deemed to be confirmed upon receipt of both of the following:

- **A deposit (20% of the total quoted price)**
- **Agreement to the following terms and conditions via email or mail**

Reservations

Reservation Requests may be made via email, online booking or by telephone. Kiwi Chauffeur Services will issue a Booking Confirmation and Invoice upon receipt of your Reservation Request. It is your responsibility to check the accuracy of the Booking Confirmation. To fully secure your Reservation we require a 20% deposit and agreement to the terms and conditions of this document. Kiwi Chauffeur Services may deem a booking invalid if incorrect information is provided by the customer including, but not limited to, credit card details.

Deposit, credit card and final payment

All payments are subject to the Cancellations and Refund Policy as outlined in these Terms and Conditions (see below).

To secure your booking, a deposit of 20% is due within 7 days of the Booking Confirmation issue.

Full payment is due no later than 7 working days prior to the day of hire, by cash, direct EFT funds transfer or major credit card (only).

A credit card may be used as security prior to service.

A tax invoice will be sent after receipt of full payment (7 days prior to day of booking).

On completion of your hire, if required, an invoice will be sent for any outstanding payments, ie. activities additional to the original hire reservation.

Bookings made within 7 days of the hire require full payment to confirm reservation.



Security Bond

A security bond may be requested by means of credit card and will be held in lieu of payment for any damage, soiling or excessive cleaning costs incurred to hire.

Cancellation and Refund Policy

Should you cancel your booking 28 + days before pick up, you will receive 80% of your money back.

Should you cancel your booking 15-27 days before pick up, you will receive 50% of your money back.

Should you cancel your booking 0-14 days or less prior to your pick up time you will receive no money back.

Cancellation & Refund Policy for pre-packaged Tours, Days Tours and Weddings

Should you cancel your booking 14 + days prior to pick up, you will receive 90% of your money back.

Should you cancel your booking 7-13 days or less before pick up, you will receive 50% of your money back.

Should you cancel your booking 6 days or less prior to your pick up time you will receive no money back.

Cancellation and Refund Policy for all other chauffeur services: airport transfers, regular transfers, business transfers, private chauffeur services by the hour

If you cancel your booking within 48 hours or more before your pick up you will receive your full money back less a 15% cancellation fee.

Should you cancel your booking less than 48 hours or less prior to your pick up you will not receive a refund.

Smoking

Smoking of any substance is not permitted in vehicles operated by Kiwi Chauffeur Services.

Personal Items

We are happy for you to bring along any personal items such as CDs, DVDs, and other various items but we do not take any responsibility for items that are left in the vehicle during or after completion of services provided.



Parent / Guardian

A parent or guardian is required to make the booking if the rental is for a minor under the age of (18) eighteen.

One Way Transfer

A one-way transfer is a direct pick up and drop off and does not include multiple pick-ups. This can be up to but no more than 25km, from the centre of Christchurch.

Late Arrival

Kiwi Chauffeur Services shall not be held responsible for late arrival caused by (but not limited to) acts of nature, traffic delays, breakdown, incorrect pick up / drop off information, or any situation beyond our control. You, the customer, will still be eligible for your full reserved booking time.

Waiting time and stops

Driver's wait time surcharge is \$50 per hour or fraction thereof.

For Domestic airport arrivals a 30 minute "grace period" is included from the time the aircraft lands.

For International airport arrivals a 60 minute "grace period" is included from the time the aircraft lands.

Extra stops, other than those pre-arranged in your booking confirmation, will incur additional charges.

Public Holidays

Kiwi Chauffeur will waived the normal surcharge of 25% to all services on or during public holidays.

Within the hours of 11pm-6am (after hours) additional charges apply at \$150p/hr on top of your standard rate.



Payment

Bank Details:

Bank: ANZ
Account Name: Kiwi Chauffeur Services Limited
Account Number: 06-0851-0432805-00
Swift Code: ANZBNZ22

Cash

Cash will be accepted as a deposit or as part or full payment.

Excess Luggage

If you have more than the maximum capacity noted, please advise us when booking. Kiwi Chauffeur Services can transport your additional luggage requirements at an additional cost, but this must be arranged with your Reservation Request and Booking Confirmation.

Hirer's Responsibility

The person reserving the vehicle is responsible for all guests and any damage to the interior and if circumstances warrant the exterior. Repair and replacement of items will be deducted from the Security Bond.

Customer signature: _____

(returning this document via email to info@kiwichauffeurservices.co.nz, with confirmation of acceptance of these Terms and Conditions is sufficient to signature)