

# Terms & Conditions of service for NBL Pty Limited t/as Wedding Cars NSW & Northern Beaches Limousines

**Glossary** – We, us – NBL Pty Ltd, Wedding Cars NSW and/or Northern Beaches Limousines, directors, owners, operators or drivers.

**Client** - You, your – the individual/s, company or other entity making or paying for a reservation, and/or any representative or guest thereof.

**Reservation Confirmation – General** - The total trip amount is payable & a completed booking form required to confirm your booking. Your payment is non-refundable once or transferable once processed. Credit card details are required for all reservations and held as security against waiting time, cancellation, no-show and vehicle cleaning or damage etc. Cash payments will only be accepted as a direct deposit into our bank account and must clear our account before travel.

**Reservation Confirmation – Weddings** – A non-refundable deposit of 30% of the total amount payable for each booking will apply. Reservations are regarded as confirmed once we receive your completed booking form & deposit. The balance is due & payable 30 days prior to the date of your event. Credit card details are required for all reservations and held as security against waiting time, cancellation, no-show and vehicle damage etc. Cash payments will only be accepted as a direct deposit into our bank account and must clear our account before travel.

**Reservation Confirmation – School Formals/Functions** - A non-refundable deposit of \$150 is payable for each vehicle booked. Your reservation is regarded as confirmed once we receive your completed booking form & deposit. The balance owing is due and payable 7 days prior to the date of your event. Credit card details are required for all reservations & held as security against waiting time, cancellation, no-show and vehicle damage etc. Cash payments can be made to the driver **prior to travel** on the night or as a direct deposit into our bank account but must clear our account before travel.

**Cancellation – General & School Formals/Functions** - Your payment is **NOT** refundable or transferable. Cancellation **MUST** be made in writing (email or letter) by the person nominated on the invoice and must quote your invoice number.

**Cancellation – Weddings** - Your deposit is **NOT** refundable. The total confirmed fee will be charged if the reservation is cancelled within 30 days of the booked date. Cancellation **MUST** be made in writing (email or letter) by the person nominated on the invoice & must quote the invoice number.

**Reservation Modifications** – Once confirmed, your reservation price will not change unless you change details or extend your time/s. Should you have a need to modify transport times, routes or dates – please advise us in writing & where possible we will accommodate your requirements, however we **cannot guarantee** to be able to do so. You have the right to cancel your reservation subject to our cancellation policy. Our drivers **DO NOT** have the authority to alter the booked times, pick up or destination addresses or routes or any other details - modifications must be authorised by Management.

**No-Show** – You will be charged the total amount of the confirmed fee if you do not “show” at the nominated time and place.

**Waiting/Over Time** – We will always endeavour to accommodate our clients who require excess time with our vehicles. Within reason and where possible, the vehicle will be made available to you for as long as possible after the specified period of your reservation. Any Waiting/over time will be charged in 15 minute increments as per our standard fees.

**Unforeseen Circumstances** – We will make every effort to arrive at your collection & destination locations on time. However, occasionally, allowances must be made for unforeseen circumstances such as traffic, road and weather conditions, illness, vehicle breakdown etc. We cannot assume responsibility for circumstances beyond our control. Should there be a vehicle breakdown or mishap rendering the reserved vehicle out of commission, we reserve the right to substitute a vehicle/vehicles. We will make every effort to supply an alternate vehicle. Should we be unable to provide an alternate vehicle, a pro-rata refund may be paid. **No guarantee** can be made that we will supply an identical vehicle.

**Limits of Liabilities & Insurance** – In all cases, NBL Pty Ltd t/as Wedding Cars NSW & Northern Beaches Limousines, owners, operators and chauffeurs/drivers maximum liability shall be limited to a full refund of monies paid pertaining only to the trip or portion thereof in question. All care will be taken by us, but no liability will be assumed. No claim for Liquidated Damages, consequential loss or for any other eventuality shall be admissible. Our insurance policies cover our passengers whilst inside our vehicle/s & en route only.

**Vehicle Damage & Bad Behaviour** – Our vehicles are fitted with security cameras - if you or any person or part of your party damage or soil our vehicle, interior or exterior, including all fittings and fixtures, you will be liable for all costs incurred to rectify said damage. If any person behaves in a manner deemed unsafe, antisocial, crass or damaging or you or any part of your party is considered intoxicated, before, after or whilst en route, we reserve the right to abort travel, evict you from the vehicle & terminate your reservation. No refund will apply. A police report & security footage will be submitted if necessary.

**Safety Devices** - Seatbelts are fitted to all our vehicles and **must be used** by all passengers whilst the vehicle is in motion. Child restraints/booster seats **must be supplied & fitted by the client** & used according to RTA/legal guidelines. Failure to use the safety devices correctly, will be the sole responsibility of the passengers or passengers guardian/parent and/or the person or entity confirming the booking or shown on our invoice.

**Vehicle Restrictions & Road Rules** - There may be instances where vehicles are unable to be negotiated over speed humps, through turns, driveways etc., rendering some locations inaccessible. In this case, we will endeavour to collect/deliver passengers at the closest possible point we can. Should the driver deem any location or situation unsuitable for the vehicle, an alternative will be sought & used or termination of travel will occur if necessary - the driver's decision will be final and no refund will be paid. Drivers will adhere stringently to all legal road rules at all times. All drivers will plot his/her own travel route/s.

**Smoking & Illegal Substances/Materials** – Smoking and all illegal materials & substances are strictly prohibited in our vehicles.

**Alcohol** – Alcoholic beverages may only be consumed en route, (except to/from school functions) by persons over the age of 18 and where full responsibility is assumed by the passenger/s. We will not be held responsible nor liable for you or any part of your party consuming alcohol nor the consequences that may ensue. Alcohol supplied by us will only be served once the vehicle has stopped. All alcohol consumption is your responsibility and at your own risk and you alone shall assume full liability.

**Food** - No food of any description is to be consumed inside our vehicles. If included in your package, drivers will serve any food once the vehicle has stopped & passengers alighted.

**Subcontractors** – During peak times, we may use the services of other limousine companies. Although other companies will remain under our supervision, they will be governed by their own operational guidelines & operate at all times under their own insurance policies.

**Disclaimer** – These Terms & Conditions & Privacy Policy are current & subject to change without notice. All use of our websites, documents, bookings & enquiries are subject to our Privacy Policy (displayed on our websites) and our Terms & Conditions document.