

Terms of Service for Your Private Driver

ABN 11 841 810 616

1. General

- a. By using the services provided by Your Private Driver the Passenger agrees to these Terms of Service and will abide by them.
- b. Your Private Driver reserves the right to modify, update or change these Terms of Service at any time without prior notice. All updates will be published at <https://yourprivatedriver.com.au/termservice>

2. Your Private Driver

- a. Will be on time for Passengers.
- b. Will communicate with Passengers if a Driver is delayed prior to the booked time.
- c. Will be respectful, helpful and courteous at all times.
- d. If Your Private Driver are not on time the Passenger's fee will be compensated. *Refer 4 Guarantees*

3. Passengers

- a. Will be on time for transfers.
- b. Will be respectful and courteous at all times.
- c. Will be responsible for providing legally regulated child seating as identified by <https://safetransport.vic.gov.au/>
- d. Will advise Your Private Driver at least 48 hours prior to the day of their transfer of additional time needed to (i) fit child safety seating or (ii) fill a vehicle with miscellaneous items other than luggage.
- e. Passengers **must not** have open alcoholic beverages in any vehicle at any time. **Non-compliance may result in refusal or immediate termination of service. JPRD add government link for this**
- f. Smoking is prohibited in all Commercial Passenger Vehicles, including e-cigarettes or vaporisers (vapes). Your Private Driver may immediately terminate the transfer. **Non-compliance may result in refusal or immediate termination of service. JPRD add government link for this**

4. Guarantees

- a. If we are late we pay .
- b. ~~Guarantee~~ If Your Private Driver is not on time the Passenger's fee will be compensated.
- c. Local
 - i. Receive a reduced fee of \$28.00 if waiting more than 5 minutes
 - ii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works
- d. Charter Hire
 - i. Receive a reduced fee of \$28.00 if waiting more than 5 minutes
 - ii. Receive a reduced fee of \$50.00 if waiting more than 15 minutes
 - iii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works
 - iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 30 minutes
- e. Weddings - Traveling to the Wedding Venue
 - i. Receive a reduced fee of \$28.00 if waiting more than 5 minutes
 - ii. Receive a reduced fee of \$50.00 if waiting more than 15 minutes

- iii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works or pr
- iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 30 minutes
- f. Weddings - Travelling from the Wedding Venue
 - i. If Your Private Driver are transferring the Bride and Groom, all subsequent bookings from this event may be delayed.
 - ii. Receive a reduced fee of \$28.00 if waiting more than 10 minutes
 - iii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works or departure of brides/grooms
 - iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 30 minutes
- g. Airport Transfers- Traveling to the Airport
 - i. Receive a reduced fee of \$28.00 if waiting more than 5 minutes
 - ii. Receive a reduced fee of \$50.00 if waiting more than 20 minutes
 - iii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works
 - iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 30 minutes
- h. Airport Transfers- Traveling from the Airport
 - i. Receive a reduced fee of \$28.00 if waiting more than 15 minutes at the designated pickup point, after contacting Your Private Driver and informing them they are leaving terminal building
 - ii. Receive a reduced fee of \$75.00 if waiting more than 25 minutes at the designated pickup point, after contacting Your Private Driver and informing them they are leaving terminal building
 - iii. This excludes delays caused by force majeure, congestion on the approach to and within the public pickup areas, being involved in an accident, emergency road and utilities works
 - iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 35 minutes

5. Wait Fees

- a. A wait fees DO NOT APPLY to passengers travelling from medical appointments or Airport Pickups
- b. If a Passenger is delayed Your Private Driver will-
 - i. Wait 5 minutes then charge a **\$1.15** per minute wait fee
 - ii. Any additional charges will be
 - 1. invoiced to Passengers who have prepaid their fee or
 - 2. added to the fee for Passengers paying at the time of transfer

6. Cancellations & Refunds

- a. Local
 - i. A Passenger has the right to cancel their transfer if;
 - 1. Your Private Driver will be arriving or has not arrived 10 minutes after the scheduled pickup time.
 - 2. If a booking is cancelled within 72 hours, then Your Private Driver will refund any payments made within 5 business days, excluding the booking fee.

3. If a booking is cancelled within 48 hours, then Your Private Driver will refund any payments made within 5 business days, excluding the booking fee and the deposit.
4. If a booking is cancelled after 48 hours, then Your Private Driver will NOT refund any payments made.
- ii. Your Private Driver has the right to cancel, without refund, a transfer if;
 1. A Passenger has not arrived more than 10 minutes after the scheduled pickup time
 2. A Passenger requests or attempts any illegal or unsafe actions or activities
 3. A Passenger is delayed by more than 20 minutes from the scheduled pickup time from a medical appointment
 4. A Passenger has NOT advised Your Private Driver at the time of booking that additional time is required to
 - a. fit child safety seating
 - b. fill a vehicle with multiple miscellaneous items other than luggage
- b. Charter hire
 - i. A Passenger has the right to cancel their transfer if;
 1. Your Private Driver will be arriving or has not arrived 10 minutes after the scheduled pickup time.
 2. If a booking is cancelled within 7 days, then Your Private Driver will refund any payments made within 5 business days, excluding the booking fee.
 3. If a booking is cancelled within 72 hours, then Your Private Driver will refund any payments made within 5 business days, excluding the booking fee and the deposit.
 4. If a booking is cancelled after 72 hours, then Your Private Driver will NOT refund any payments made.
 - ii. Your Private Driver has the right to cancel, without refund, a transfer if;
 1. A Passenger has not arrived more than 30 minutes after the scheduled pickup time
 2. A Passenger requests or attempts any illegal or unsafe actions or activities
- c. Weddings
 - i. A Passenger has the right to cancel their transfer if;
 1. Your Private Driver will be arriving or has not arrived 10 minutes after the agreed pickup time.
 2. If a booking is cancelled within 7 days, then Your Private Driver will refund any payments made within 5 business days, excluding the booking fee.
 3. If a booking is cancelled within 48 hours, then Your Private Driver will refund any payments made within 5 business days, excluding the booking fee and the deposit.
 4. If a booking is cancelled after 48 hours, then Your Private Driver will NOT refund any payments made.
 - ii. Your Private Driver has the right to cancel, without refund, a transfer if;
 1. A Passenger has not arrived more than 10 minutes after the agreed pickup time
 2. A Passenger requests or attempts any illegal or unsafe actions or activities

3. A Passenger has NOT advised Your Private Driver at the time of booking that additional time is required to
 - a. fit child safety seating
 - b. fill a vehicle with multiple miscellaneous items other than luggage
- d. Airport Transfers
 - i. A Passenger has the right to cancel their transfer if;
 1. Your Private Driver will be arriving or has not arrived 10 minutes after the agreed pickup time.
 2. If a booking is cancelled within 72 hours, then Your Private Driver will refund any payments made within 5 business days, excluding the booking fee.
 3. If a booking is cancelled within 48 hours, then Your Private Driver will refund any payments made within 5 business days, excluding the booking fee and the deposit.
 4. If a booking is cancelled after 48 hours, then Your Private Driver will NOT refund any payments made.
 - ii. Your Private Driver has the right to cancel, without refund, a transfer if;
 1. A Passenger has not arrived more than 10 minutes after the agreed pickup time
 2. A Passenger requests or attempts any illegal or unsafe actions or activities
 3. A Passenger is delayed by more than 30 minutes from the agreed pickup time from Melbourne Airport
 4. A Passenger has NOT advised Your Private Driver at the time of booking that additional time is required to
 - a. fit child safety seating
 - b. fill a vehicle with multiple miscellaneous items other than luggage
 5. A Passenger has NOT advised Your Private Driver at the time of booking that additional luggage capacity is required

7. Vehicles

- a. Unless otherwise stated all vehicles are booked as a Regular Service- cleaned daily they may have encountered weather and road conditions. (i.e. dust and mud on the exterior or debris in the interior).

8. Payment

- a. Payment of deposits and / or balance of booking fees can be made by -
 - Direct Debit
 - BSB 633-000
 - Account 163112063
 - J P Davis & N Freestone-Davis
- b. Credit card over the phone
- c. Payment, by prearrangement at time of transfer, may be paid by cash or credit card
- d. A booking will not be confirmed until the specified deposit on an invoice has been paid by the Passenger.
- e. Unless payment at time of transfer has been prearranged between Your Private Driver and the Passenger, balance of payment must be paid by the specified date on the Passenger's booking confirmation to guarantee provision of service.

- f. Payment methods and due dates for payment of balances will be specified on all booking confirmations, invoices and deposit receipts.

9. Pricing

- a. Quotes are valid for
 - i. 30 days for events
 - ii. 7 days for individuals
- b. All pricing excludes Taxi Service Levy and GST

10. Fire Danger Ratings

- a. With a focus on keeping our Passengers and Team safe we do not deliver our service on days declared by the CFA as Catastrophic and reserve the right to modify or cancel our service on days declared by the CFA as Extreme

a. Local

- i. receive a reduced fee of \$28.00 if waiting more than 5 minutes
- ii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works
- iii. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 30 minutes
- iv.

b. Charter Hire

- i. Receive a reduced fee of \$28.00 if waiting more than 5 minutes
- ii. Receive a reduced fee of \$50.00 if waiting more than 15 minutes
- iii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works
- iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 30 minutes

c. Weddings – Traveling to the Wedding Venue

- i. Receive a reduced fee of \$28.00 if waiting more than 5 minutes
- ii. Receive a reduced fee of \$50.00 if waiting more than 15 minutes
- iii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works
- iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 30 minutes

d. Weddings – Travelling from the Wedding Venue

- i. If Your Private Driver is transferring the Bride & Groom, all agreed departure times confirmed at the time of booking will be delayed in accordance with any delay time of the departure of the Bride & Groom.
- ii. Receive a reduced fee of \$28.00 if waiting more than 10 minutes
- iii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works
- iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 30 minutes

e. Airport Transfers- Traveling to the Airport

- i. Receive a reduced fee of \$28.00 if waiting more than 5 minutes

ii. Receive a reduced fee of \$50.00 if waiting more than 20 minutes

iii. This excludes delays caused by force majeure, being involved in an accident, emergency road and utilities works

iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 30 minutes

Airport Transfers- Traveling from the Airport

i. Receive a reduced fee of \$28.00 if waiting more than 15 minutes at the designated pickup point, after contacting Your Private Driver and informing them they are leaving terminal building

ii. Receive a reduced fee of \$75.00 if waiting more than 25 minutes at the designated pickup point, after contacting Your Private Driver and informing them they are leaving terminal building

iii. This excludes delays caused by force majeure, congestion on the approach to and within the public pickup areas, being involved in an accident, emergency road and utilities works

iv. Your Private Driver may arrange an alternate service provider at no cost to the Passenger if the waiting time exceeds 35 minutes

CURRENTLY ON WEDDING BOOKINGS

Child seat:

No

If any passengers require regulation child safety seating, **please contact us directly prior to the service.** For further information, refer to *Regulation Child Safety Seating* within this document.

Mobility considerations for the transfer:

No

If any passenger requires a lower-profile vehicle (such as a sedan rather than a larger vehicle) or will be travelling with mobility aids including a walker or wheelchair, **please contact us directly prior to the service** so we can allocate the most suitable vehicle for their needs.

Payment

Fee

- **including the deposit: \$x**

Deposit

- **required to confirm your booking: \$x**

Full payment

- **is required no later than 48 hours prior to the scheduled transfer.**

Please Note

Vehicles:

- Are all booked as Regular Service Vehicles -Refer "*Our Regular Service Vehicles*" in this document for *details*
- Vehicle types assigned to bookings may be changed without prior notice due to unforeseen circumstances.

Pricing:

- **The quote is based on the information provided to date.**
- If passenger numbers and or the pickup addresses change, the quote may change due to the number of guests and the adjustments needed to accommodate their transfers, including any changes to the vehicle configurations.

Terms & Conditions

1 QUOTES & ESTIMATES

Prices are valid for 7 days from the dispatch of this communication and may be subject to change after that period.

2 OUR REGULAR SERVICE VEHICLES

All vehicles are booked as Regular Service Vehicles

Each day starts with our vehicles being cleaned, both the exterior and the interior, to provide a clean and fresh transfer experience.

With previous clients then walking on unsealed surfaces prior to entering our vehicles the interior cleanliness of the vehicle may be affected.

The vehicles may encounter various weather and road conditions while navigating the beautiful Dandenong Ranges which means the exterior of the vehicles might reflect the nature of the environment, such as dust on dry days or mud splashes with rain.

Please ask our Team about the Exclusively For You Package if you would like to ensure both the interior and exterior of your vehicle is sparkling, fresh, especially for you.

3 REGULATION CHILD SAFETY SEATING

The use of child safety seating is a legal requirement.

It is the responsibility of the passenger (or the person booking the transfer) to inform the service provider if any passengers will need child safety seating.

Families are responsible for providing appropriate child safety seating for their children during transportation.

Retaining child safety seating

Your Private Driver for return transfers on the same day plus return transfer from airports.

A small fee

Is applied for the provision or handling of child safety seating during the transfer service.

4 ABOUT YOUR ESTIMATE

Estimates are based on distances 9km or less from your pickup / drop off point

Quotes for distances greater than 9km from your venue are available on application.

Price Adjustment

The initial estimate is subject to adjustments based on additional information that may be provided. This means that if there are any changes or additional requirements after the initial estimate is given, the price may be modified accordingly.

Confirmation of Transfer Requirements

The estimate is not a final quote but rather an approximation. The actual quote will be provided once all transfer requirements are confirmed. Once all the details of the transfers, including locations, timings, and any specific requests, are finalized and agreed upon, the estimate will be converted into an official quote reflecting the accurate cost for the services.

5 VEHICLES

A combination of sedans and larger vehicles, including some 3rd party providers, may be utilised to transport your guests to and from your celebration. This approach enhances operational flexibility by ensuring that the appropriate vehicle is assigned for each transfer based on specific needs, such as-

- the location and accessibility of the accommodations your guests are traveling to / from
- the number of guests per transfer

This strategy guarantees efficient and comfortable transportation, tailored to meet the unique requirements of each trip.

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6 THE SCHEDULING FEE

Is calculated based on the services provided by our team, which involve using local knowledge and experience to efficiently handle guest transfers. Here's a breakdown of what the fee covers:

Vehicle Assignment

Our team carefully determines which vehicles to assign for transfers based on various factors. These factors include the location and accessibility of the accommodations guests are traveling to/from and the number of guests traveling to/from each accommodation.

Timeframe Planning

We plan and organize the timeframes for each pick-up and drop-off of guests. This ensures smooth and timely transportation to their destinations.

Itinerary Creation

Our team creates a **detailed itinerary** that includes essential information to share with your guests. This information comprises the assigned vehicle type and driver, details of accommodations, the group of guests traveling to/from each accommodation, and one designated contact person's name and mobile number representing each group.

Communication

On the eve of your special day, we take the initiative to send a **text message to each of the nominated contact persons**. This message contains all the necessary transfer information for their respective groups. This proactive communication helps ensure a seamless experience for all guests involved.

Please note that the scheduling fee covers the expertise, effort, and personalized service provided by our team to ensure your guests' smooth and efficient transfers during their special day. The fee is designed to ensure a high level of service and customer satisfaction.

7 WAIT FEES & CANCELLATIONS

One of our key values is reliability.

Your Private Driver may wait 5 minutes, then a \$1.10 per minute wait fee would be applied with payment required at the time of transfer

To ensure we are on time for ALL our passengers.

Your Private Driver reserves the right to cancel the transfer after 10 minutes from the scheduled pick up time . A replacement vehicle will be assigned, if requested as soon as possible.

Please note transfers FROM airports and medical appointments do not incur these fees and conditions.

8 OFF SITE PHOTOGRAPY TRANSPORT PACKAGE

Pricing for a sedan

- **\$164.00 -1.5 hours, minimum the booked time**
- \$ 28.00 per \$15 minutes after that, included at the time of payment of deposit
- \$ 35.00 per 15 minutes after the the booked time (invoiced)

Pricing for a 7-passenger vehicle



- **\$246.00** 1.5 hours minimum booking hire
- \$ 41.00 per \$15 minutes after that
- \$ 70.00 per 15 minutes after the the booked time (invoiced)

Exclusively Your Private Driver

When you book Your Private Driver for your photo session, we will transport you to your photographer's location or locations in the beautiful gardens and forests of the Dandenong Ranges.

Your Private Driver will remain on-site during your photo session, ensuring you have transportation available when needed and as required to change locations. After the session is complete, they will then transport you back to your loved ones at your celebration.

With a focus on keeping things stress free for **all** our clients.

It's important to ensure you have a clear understanding of the time allotted for your photographic session to avoid any issues with the transportation arrangements. It is recommended to confirm the maximum amount of time your photographer has assigned for the session.

While Your Private Driver strives to be flexible in our service delivery, there may be instances where the photographic session exceeds the the booked time. In such cases, the driver **may need to leave the site** to ensure they are punctual for their next client. A replacement vehicle will be assigned, at additional cost, as soon as possible to complete the transfer requirements of your booking.

9 OUR FIRE SAFETY POLICY

With a focus on keeping our Clients and Team safe we do not deliver our service on days the Country Fire Authority have declared as Extreme or Catastrophic.