**Coastal Chauffeurs Terms & Conditions**

Coastal Chauffeurs provides private charters and bus services, please see our terms & conditions of carriage below.We are 100% Australian owned and operated family business located in Torquay, Victoria. David Burford, the director of Coastal Chauffeurs has over 25 years driving experience.

Coastal Chauffeurs is accredited with the Taxi Commission registration, with Commercial Passenger Vehicles Victoria and Bus Safety Victoria. We are also fully insured with ride share cover through RACV for all vehicles. We only uses fully accredited drivers.

**Methods of payment**

Coastal Chauffeurs accepts cash, credit card with a surcharge of 1.9% or invoice payment.

Bank account details Westpac, Coastal Chauffeurs, BSB 033608 Account 226754

**Refund policy**

Greater than 7 days full refund provided

2 to 7 days 50% handling charge

2 days or less no refund

**Carriage Rules**

Coastal Chauffeurs reserves the right to refuse carriage to any passenger that may be intoxicated or deemed to be a unacceptable risk to drivers or passengers. A cleaning fee applies of $120 will be charged if a passenger soils the vehicle with food, drink or bodily fluids in line with Commercial Passenger Vehicles Victoria regulation.

All passengers are required to where a seat belt when vehicle is in transit.

No open alcohol on any service.

**Liability**

Coastal Chauffeurs does not accept any liability due to unforeseeable conditions and will monitor all flight arrivals. If a passenger has landed and does not make contact with the driver within 1 hour after arrival, we reserve the right to depart.

While every effort is made to collect every passenger at the airports, delays can happen and no refund is given for missed connections to services and Coastal Chauffeurs is under no obligation to provide a replacement service .

Replacement services if available are priced at the discretion of management.

**Customer details**

Coastal Chauffeurs requires customer contact numbers and where applicable flight numbers on all airport services as flights are monitored .

Coastal Chauffeurs will provide car seats where required by pre arrangement and also offers use of a luggage trailer at an additional cost if required, also by pre arrangement.

**Private charter**

Private Charters by definition are the exclusive use of an allocated vehicle from agreed point. The vehicle used is based on agreement between the parties and may vary depending on required services.

All private charters have a fixed start and end time.

By accepting the services of Coastal Chauffeurs, you agree to our driver terms and conditions.

All customer contacts remain the Intellectual Property of Coastal Chauffeurs. Any attempted use of customer contacts will result in prosecution in civil court.