

# AROUND TOWN TOURS PTY LTD

ABN: 87 073 383 785

ADD: PO BOX 101, RIVERWOOD NSW 2210

Reservation: Ph: 1300 796 123 Fax: 1300 950 789 E-mail: [sales@aroundtowntours.com.au](mailto:sales@aroundtowntours.com.au)

Web: [www.aroundtowntours.com.au](http://www.aroundtowntours.com.au)

## **TERMS & CONDITIONS**

Your booking is accepted subject to the following terms and conditions and by confirming your booking, you accept that these terms & conditions will apply.

### **Quotation**

Prices are quoted nett Australian Dollars and current at the time of quotation and subject to availability at the time of booking. All quoted prices include 10% Good & Service Tax (GST) and hire of bus/coach with chauffeur driver. Around Town Tours Pty Ltd (ATT) reserves the right to pass on any increases that may occur in any applicable government charges, airport charges, road tolls, entry fee or parking charges.

### **Special Event Surcharge**

The standard coach rates provided to inbound tour company may not apply on Special Event Transportation Service. Special event may include Olympic Games, Major Sport Event (football, rugby, car races) and large international level conferences.

### **Public Holiday Operation Surcharge**

The standard coach rates provided will be subject to additional surcharge on any hire booked on below Public Holidays.

- Christmas Day (25 December), New Years Day (01 January), Easter Good Friday, **Easter Saturday**, Easter Sunday and Easter Monday – There will be 50% surcharge on all transfers and charters on these public holidays
- All other public holidays will be operated under our standard coach rates as per contract rate.

### **No Operation (service not provided)**

Due to extreme difficulty and possible dangers on the road, service for New Year Eve will terminate at 19:00.

### **Vehicle Specific Request**

The standard coach rates provided on the charter rates only apply to the vehicle size. Any specific vehicle request will be subject to additional surcharge.

- Guarantee Mercedes vehicle for 14 Seater will be subject to 25% additional surcharge

### **Airport Parking Charges**

#### **(Arrival Transfer)**

Airport Parking Fee is not included in the quoted price unless it is specified on the rates you obtained from ATT. ATT reserves the right to pass on any increases that may occur in any applicable airport charges.

#### **(Departure Transfer)**

If the group is required to be dropped off at Qantas Group Check-In, there may be additional parking/access fee.

For International Terminal and T2 Domestic Terminal, there will be NO airport parking charges.

### **Parking at Mrs Macquarie's Chair**

If the touring program includes visit to Mrs Macquarie's Chair, unless it is specified on the rate you obtained from ATT, you will be charged parking fee of \$6 for maximum 30 minutes.

### **Toll Charges**

Toll Charges are not included in the quoted price unless it is specified on the rates you obtained from ATT. ATT reserves the right to pass on any increases that may occur in any applicable road tolls.

### **Extended Touring (Overnight Tour)**

Rates for extended tours are not inclusive of driver's accommodation and meals. Where group is not providing driver's accommodation and meals, ATT reserves the right to pass on the applicable expense.

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## **Multiple Pick Ups and Drop Offs**

For Sydney CBD transfer rates (Sydney Airport to City, City to Airport, Inner City Transfer) are based on up to maximum of 2 pick ups or drop offs only. Extra pick ups or drop offs are subject to a charge of ¼ of the extra hourly rate for every additional pick up or drop off.

Any waiting whilst tour guide checks in the customer at hotel (etc) will be charged also at the hourly rate.

## **Flight Delays and Flight Cancellation**

For Arrival Airport Transfer Service, flight landing time will be monitored by driver (or operations) and any flight delay will be handled and service will be provided according to the actual landing time.

For Arrival Airport Charter Touring Service, flight landing time will be monitored by driver (or operations), any flight delay resulting for the extension of tour terminating time may be charged if more than 1 hour extension is required at the appropriate hourly rate.

Flight cancellation must be notified by client to our operations. Alternative arrangement for the transportation or Charter Touring Service may be organised at additional cost of service, this will be subject to the alternative arrangement time and date.

## **Booking Amendment**

Due to insurance purposes, any changes to the booking must be approved by ATT Office/Operation.

## **Commentary Driver/Driver Guide Service**

Due to Occupational Health and Safety (OHAS) issue, we will no longer provide any driver guide/commentary services.

## **Meet & Greet Service at Sydney International Airport (On Request)**

In an event the driver is asked to meet and greet the passengers at arrival hall at Sydney International Airport, from 60 Minutes after landing, any waiting will be subject to "Waiting/Overtime" charge at hourly rate. If there is no tour leader accompanying the group, passenger's full name must be provided by client. Around Town Tours operation must be provided with Inbound Operator's emergency contact number (after hours) in case driver is unable to meet the passengers.

## **Sydney International Airport to Hotel Transfer - Tour Leader and Group (No Request)**

Where Tour Leader is present with the group, a maximum time of 1 hour and 30 minutes after flight arrival, no waiting time will be charged.

In the event that the group is not ready after 1 hour and 30 minutes after flight arrival, waiting time (overtime) will be charged at hourly rate at pro-rata every 30 minutes.

This is to prevent group from spending extra time getting phone sim card etc, keeping the driver waiting.

Around Town Tours operation must be provided with Inbound Operator's emergency contact number (after hours) in case driver is unable to meet the passengers.

## **Inner City Transfer (within 4 hours)**

Coach and minibus rates for Inner City Transfer (within 4 hours) are not "4 hour charter" at client disposal. forward and return pick up time must be provided at the time of booking. Same vehicle and driver may not be allocated for forward and return journey. Any excessive waiting may incur waiting/overtime charge.

## **Waiting Time & Extension**

Transfer quotation is based on providing the service at designated pick up time, the client is responsible for any charges by suppliers in respect of extra time in the event that the passengers are not ready to depart at booked time.

This includes any extra charges levied where the passengers choose to extend the duration of their booking and include charges for flight and/or traffic delays.

## **Travelling Time**

Subject to pick up and drop off location, ATT reserves the right to charge travelling time to relocate our vehicle to/from the designated location.

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## **Late Night Surcharge**

(For General Charter such as inner city transfer)

Hire commencing or finishing after midnight may incur up to 50% surcharge.

(For Arrival Transfer – Sydney Airport pick up)

Flight landing after 22:00 for Sydney International and Sydney Domestic flight will incur 25% surcharge.

(For Departure Transfer – Sydney CBD Hotel to Sydney Airport)

Pick up before 04:00 at Sydney CBD Hotel will incur 25% surcharge.

## **Cancellation Policy (Ordinary)**

In an event that the client cancels their booking, ATT reserves the right to charge a cancellation fee as follows. Following cancellation policy applies to bookings for vehicle up to 53 Seater Coach (12, 14, 20, 30, 34, 46, 48 and 53 Seater)

- Bookings cancelled between 24-48 Hours to travel: 50% cancellation fee
- Bookings cancelled less than 24 hours prior to travel: 100% cancellation fee

## **Cancellation Policy (Special Event)**

In the special circumstance, ATT may elect different cancellation policy.

Special event may be a large convention (such as Rotary Convention), or a sporting event (such as Olympic, or World Cup).

## **Seatbelts**

Under NSW Road and Maritime Authority (RMA) regulation, all passengers are obligated to wear seatbelts in any vehicles that are fitted with seatbelts. All passengers are to remain seated whilst the vehicle is in motion to maintain the safety of passengers on board. This includes tour guide, tour director and tour escort.

## **Child Restraints**

Under NSW Road and Maritime Authority (RMA) regulation, child restraints is required to be fitted when carrying young children for vehicle less than 12 seats. Any vehicles larger than 12 Seats are not obligated to put children in the child restraints seat. ATT may be able to provide child restraints if the prior arrangement is made at the time of booking at surcharge of \$10 per child restraint.

## **Payment**

- Account holder: Tax Invoice will be issued after the event, in which you are required to pay within 30 days.
- Non Account holder: Prepayment is required on/before 14 days of service date.

Payment can be made in following manner.

- Direct Deposit or EFT into the designated bank account specified on Tax Invoice
- Cash Payment
- Credit Card (Additional Fee applicable – VISA/MASTERCARD 3%, AMEX/Diners 5%)
- International Fund Transfer may incur additional transaction fee of \$50

## **Other Conditions of Booking**

- **Food & Beverage Consumption:** Food & Beverages are not to be consumed on any vehicle without prior approval. In such circumstances payment of a bond may be required to cover the risk of damage to the vehicle. The client's responsibility for any damages is in accordance with these terms and conditions.
- **Damage to Vehicle:** The client is responsible for any charge levied by a supplier in respect of any damage caused to a vehicle as a direct result of the client's booking. This may include the cost of repair, replacement or cleaning of the vehicle as well as down time off the road charges. Cleaning of vehicle due to vomit will be charged at \$550 inc GST and downtime (i.e vehicle not being able to be used for future hire) and offload charges.  
The client will not be responsible for payment where damage was caused by the actions of any employee of the supplier. In all case the driver of any vehicle will have the discretion to stop the vehicle and disembark those passengers engaging in unacceptable or unruly behaviour.