

TERMS OF CARRIAGE

FOR FULL TERMS AND CONDITIONS,
PLEASE VISIT THE FOLLOWING LINK:

TERMS & CONDITIONS



CANCELLATION POLICY

Full charges will apply when:

- Passengers fail to arrive or make contact with the chauffeur or local Hughes office to meet.
- **Sedan, SUV & People Mover:** Cancellation is made with less than 1 hours' notice prior to dispatch of vehicle within the metropolitan area.
- **As-Directed/Hourly (Sedan, SUV & People Mover):** Cancellation is made with less than 12 hours' notice from booking pickup time (when cancellation is made between 12 and 24 hours, a 50% cancellation charge will apply).
- **Minibuses, buses & coaches (8 seats and above):** Cancellation is made with less than 24 hours' notice from booking time.
- **Canberra, Hobart, Launceston, Newcastle, Byron Bay, Ballina & New Zealand:** Cancellation is made with less than 24 hours' notice.



QUOTATIONS

Price Quotations: All quoted prices are current at the time of quotation and subject to availability. Quoted prices include GST.

Availability: If the quoted price for your booking is not confirmed at the time, the vehicle may become unavailable. In such cases, we will make reasonable efforts to arrange another vehicle; however, the price may vary.

Additional Charges: Quotations may not include extra charges such as parking and tolls, which will be on-charged.



ADDITIONAL SERVICES

Hughes offers add-on services at additional charges.

Baby seat, child seat or booster seat: \$30 per transfer.

Parents are responsible for checking the fit of the seat in the vehicle and adjusting where necessary. We do not permit child seats in sedans.

Trailer: \$30 per transfer.

The client is responsible for ensuring the luggage will fit between the vehicle and the trailer. If you are travelling with a large amount of luggage, discuss this with our reservations team to ensure we book the correct vehicle to move you. We do not permit trailers on Sedans or SUVs in any state or territory. Additionally, trailers are not available in Victoria on People Movers or 12-seater Minibuses.

Both child seats and trailers are subject to availability.



LIMITS OF LIABILITY

Maximum liability, if accepted, will be limited to a refund for the trip in question.

All care will be taken, but no liability will be assumed.

No claim for liquidated damages, consequential loss for any other costs will be accepted. This includes replacing luggage and technology, or rebooking airfares.

Please ensure your travel insurance is at an appropriate level to cover any damages that may be incurred during your trip.



WAIT TIME POLICY

Hughes monitor incoming flights and pick up times accordingly.

Complimentary waiting time is applied as follows:

- 15 minutes complimentary waiting time at homes, hotels or other non-airport pickups.
- 30 minutes complimentary waiting time at Domestic Airport Terminals.
- 45 minutes complimentary waiting time at International Airport Terminals.
- 45 minutes complimentary waiting time at Cruise Ship Terminals.

Wait time begins when the chauffeur enters the airport and wait time is charged in 5-minute increments. The credit card or account provided at the time of booking will be charged automatically for any additional charge. Charges can be found on the Hughes website.



AMENDMENTS

Amendments to bookings are actioned where logistically possible. If the time, distance or vehicle type changes, there may be a price change associated.

If a transfer needs to change whilst in progress, please advise your chauffeur of the update and they will communicate this to the office. A new rate will be calculated and charged to your original payment method.

If the distance or number of hours are less than originally booked, the price remains unaffected.

A 25% surcharge applies for all vehicle type bookings that begin between 10:00 pm and 4:59 am.

Other surcharges may apply on Christmas Day, New Year's Eve, New Year's Day, major sporting events and concerts. Please contact our reservations team on 1300 615 165 for further details.



CLIENT RESPONSIBILITY

The client and or passengers are responsible for:

- Contacting our reservations team on 1300 615 165 if they are unable to locate the chauffeur at the allocated booking time (if we do not have record of contact being made, refunds will not be considered)
- Contacting our team if the passenger is running late, or not arriving
- Ensuring the amount of luggage that you are travelling with will fit in the vehicle booked (if your chauffeur arrives and there is an excessive amount of luggage, you will be responsible for booking a taxi or other service, to carry the additional luggage)
- If a child seat is required, ensuring the child seat is correctly installed and safe for your child to travel in
- Behaving in an appropriate manner in the vehicle and leaving the vehicle tidy and without damage (if there is damage or additional cleaning is required, the charges will be passed on to the client).



FEEDBACK AND COMPLAINTS

At Hughes, we value all customer feedback and kindly request that all feedback be sent to feedback@hughes.com.au.

To ensure efficient resolution, it is imperative that any feedback related to a potential refund be submitted within 7 business days of the transfer. Beyond this timeframe, we will investigate the issue, but a refund will not be possible.

FULL TERMS AND CONDITIONS

It is the hirer's responsibility to read the **FULL TERMS AND CONDITIONS** closely as confirming a booking stipulates you accept the **TERMS AND CONDITIONS** without exception.

