

TERMS AND CONDITIONS – SHORT VERSION

Thank you for choosing Luxury Driven Chauffeured Cars for your pre-booked, point-to-point, chauffeured service.

For any special requests or specific requirements—whether it's a **baby seat, booster seat**, or space for **golf bags, surfboards, sporting equipment, or other oversized items**—please leave a **brief note** in the comments section below.

IMPORTANT NOTICE – PLEASE READ

Please ensure you have entered a **valid email address** and **valid mobile number** (and international dialling code if using a non-Australian mobile number). **Luxury Driven Chauffeured Cars** reserves the right, at its sole discretion, to request full or partial upfront payment from new clients prior to confirming any booking. If upfront payment is required, it will be **clearly communicated** during the booking process, and confirmation of the reservation will only be provided once the requested payment has been received.

ADDING EXTRAS TO AN EXISTING BOOKING

Quoted fares are based on the details provided at the time of booking. Should additional services, stops, waiting time, or other requests be added during the trip, the booking price may be adjusted accordingly. Any additional costs will be applied to the booking upon completion of the trip and charged to the payment method on file unless otherwise arranged.

ADDITIONAL COSTS

Quoted prices do **not** include third-party charges such as tolls, parking fees, airport fees, waiting time, or any other costs incurred in connection with the transfer. These charges will be calculated upon completion of the trip and automatically charged to the payment method on file, or invoiced separately where applicable.

AIRPORT PICKUPS

For every airport pick-up, a 10% loading is applied (only to the fare) due to such pick-ups not always being standard a pick-up and can sometimes take double the amount of time as a regular transfer.

SURCHARGES

Instant quotes provided through our online booking widget are calculated based on **standard point-to-point transfers operating between the hours of 09:00 AM and 10:00 PM**. These quotes are generated automatically using our standard pricing structure and assume a straightforward transfer without any additional services or special requirements.

Please note that **additional surcharges may apply** in circumstances where the booking falls **outside of the standard operating hours**, or where the nature of the booking requires **extra services, special arrangements, or operational adjustments**.

Surcharges may apply in situations including, but not limited to:

- **Early morning or late-night transfers** outside the 09:00 AM – 10:00 PM window
- **Public holidays or peak demand periods**
- **Vehicle upgrades or special vehicle requests**
- **Additional stops or route deviations**
- **Extended waiting time or delays**
- **Special occasions or event-related services**
- **Out-of-area pickups or drop-offs**
- **Special item transport (e.g. excessive luggage, equipment, child seats, etc.)**

Where applicable, any such surcharges will be **clearly communicated and confirmed prior to the booking being finalised or added to the booking where the service requirements change after the initial quote has been generated**. This ensures transparency while allowing us to maintain the **high standard of service, reliability, and vehicle quality** expected from **Luxury Driven Chauffeured Cars**.

TIMES OF APPLICABLE "OUT-OF-HOURS" SURCHARGES

10:00pm - 11:59pm + 10% Loading on top of the quoted price

00:00am - 02:59am + 20% Loading on top of the quoted price

03:00am - 04:59am + 15% Loading on top of the quoted price

05:00am - 06:59am + 10% Loading on top of the quoted price

07:00am - 09:00am + 05% Loading on top of the quoted price

CANCELLATION POLICY

Bookings cancelled less than 8 hours before pickup time will incur the following charges:

If cancellation is requested between 8 hours and 6 hours before the scheduled pick-up time, then a fee of 25% of the quoted total will be charged.

If cancellation is requested between 6 hours and 4 hours before the scheduled pick-up time, then a fee of 50% of the quoted total will be charged.

If cancellation is requested between 4 hours and 2 hours before the scheduled pick-up time, then a fee of 75% of the quoted total will be charged.

If cancellation is requested between 2 hours and 0 hours before the scheduled pick-up time, then a fee of 100% of the quoted total will be charged.

All our quotes are inclusive of 10% GST and all Government CPV Transportation Levies.

By ticking the **"CHECK-BOX"** and placing a booking, you are confirming that you have read, understood, and agreed to our **FULL [Terms and Conditions](#)** and **[Privacy Policy](#)** as outlined on our **[Website](#)**.

Management,

Luxury Driven Chauffeured Cars

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