

All Occasions Limousines

Quote Agreement

ALL QUOTES ARE VALID FOR 2 DAYS ONLY

Please review the following terms and agreements pertaining to your Limousine Rental.

Rental of limousines and or other vehicles from All Occasion Limousines is subject to the following terms and conditions.

BOOKINGS

Booking acceptance:

- All vehicles are quoted subject to availability at the time of booking.

Creating and managing bookings and quotes:

- For quotes and booking requests please use our book now link or reach out to us via email or phone.
- If you are new to our services, your own personal profile will automatically be generated after we/you create your first quote/reservation.
- You can self-manage your reservations via your personal BRO account.

Pricing:

- All Occasions Limousines offers the most competitive rates on the market

PAYMENTS, REFUNDS & CANCELLATIONS

Payments:

- All reservations require a major credit card.
- We accept: VISA, MASTER, Debit Cards, Pay-wave, Cash & Direct deposit

Credit card fees and charges:

- Credit card fees and charges are automatically implement and processed by our payment gateway provider “Braintree” as an addition to your transfer fee. All Occasions Limousines holds neither responsibility nor profits from such fees and charges. Fees and charges are subject to change without notice.

Refunds & Cancellations:

Reservation payments are finalised upon conformation in full for all bookings within 14 days. Only 50% deposit is required for all advance bookings. Full payments and deposits are non-refundable.

(In case of family emergency or acts of nature, your booking will be changed into three months gift certificate)

EXTRA CHARGES

Waiting Time:

- Additional charges will incur for waiting time.
- Waiting time charges will be exempt for late interconnecting services and bad traffic conditions.
- Charges are calculated at \$30 per 15 minutes for corporate vehicles and \$40 per 15 minutes for stretch vehicles.
- All additional stops are calculated at \$20 for corporate cars and \$50 for stretch limousines.

Flight Delays & Diversions

Occasionally flights may be delayed on the day of the booked transfer and even more rarely diverted to an alternative airport. Please always advise our office immediately on 0414472001 or via email on info@aolimo.com.au if your airline advises of a delay or diversion. This will assist us to make the best alternative arrangements for your transfers where possible. In the event a flight is delayed, we will endeavour to ensure you are transferred to your destination however if your delay is over an hour and could cause delays to other jobs we have already scheduled, Our Driver reserves the right to deem this as a no show and no refund will be applied however we will try to get a vehicle collect you from the airport if and where possible.

Incorrect Service Type:

- If higher value service type is selected in error and not addressed, All Occasions Limousines reserves the right to keep the full payment.
- If lower value service type is selected in error and not addressed, All Occasions Limousines reserves the right to charge the balance to your nominated credit card.

After-hours services and public holidays:

- A 20% surcharge will be applied to any trips commencing after midnight until 5am and on all public holidays.

Incidental charges:

- If anyone gets ill in the car there is a \$250 clean up charge.
- Client and renter are responsible for his/her guests, for any damage to the interior and equipment of the vehicle. This is including but not limited to: gum, wine and alcohol spillage, vomiting, breakage of champagne, wine and drink glasses, breakage of decanters, breakage of lights, television, DVD, radio, CD player and touch screen devices.
- All repairs and replacements of items shall be charged at the market value of a new item.

No show charges:

- To avoid a no-show fee (Total deposit forfeited) please do not leave your pre-requested pick up location without speaking to your chauffeur first.
- For all arriving flights, meet your driver at the arrival gate or if requested at the baggage claim area.

Late interconnecting services:

- There are no fees or charges if your interconnecting services are running behind schedule, we will return to collect you at your new arrival time (subject to availability).

CONTACT US

- To speak with your chauffeur, please log into your Passenger App.

PASSENGER RESPONSIBILITIES

- Possession, sale or consumption of any type of narcotics or illegal drugs is prohibited and dealt in accordance with the state law.
- High levels of intoxication will not be tolerated, all occasions limousines reserves all rights to ban or refuse any passenger/s from entering, consuming or bringing additional alcoholic beverages on board of our vehicles if passenger/s is/are deemed as unsafe and not in position to make logical decisions.
- Alcohol consumption is not permitted in our corporate fleet.
- All decisions will be made in accordance of Queensland state law and liquor licensing.
- Hanging out of windows or sunroof is strictly prohibited.
- Smoking in the vehicles is strictly prohibited.
- Violations will result in immediate termination of contract and services and forfeiture of all paid deposits and fees for service.
- While we are happy to let you bring personal CD's, DVDs, Bluetooth devices and other various personal items we do not take any responsibility for items that are left in the vehicle during or after completion of the limousine rental period.
- All Occasions Limousines will not be held responsible for any lost items in our vehicles, all recovered lost times will need to be collected from All Occasions Limousines Office by appointment.

CHAUFFEUR RESPONSIBILITIES AND RIGHTS

- All Occasions Limousines' chauffeurs have the right to apply additional transfer charges if required.
- All Occasions Limousines' chauffeurs are randomly drug and alcohol tested.
- All Occasions Limousines' chauffeurs are all Queensland (QLD) DOT accredited.

FURTHER MORE

- All Occasion Limousines reserves the right to expel any person from the vehicle and/or terminate this contract in the event of a violation of any of these conditions by any passenger.
- In the event of such early termination, no portion of the rental fees shall be refunded.

All Occasion Limousines shall not be held responsible for:

- late arrival caused by (but not limited to)!
 - Acts of nature
 - Traffic delays
 - Breakdown
 - Incorrect pickup and drop-off information
 - And any situation beyond our control
 - For not providing any additional extras/special requests if such information was not given by the customer at the time of booking.
 - In the event any part of this contract is declared unenforceable, the remaining provisions of this agreement shall remain in full force and effect.
 - If the limousine rental is for a minor up to the age of 16 an adult must accompany a transfer.

SUBSTITUTE OF REQUESTED VEHICLE

- All Occasion Limousines reserves the right to substitute the limousine or the colour of the vehicle at its own discretion.
- All Occasions Limousines reserves the right to providing you with substitute vehicle through our affiliate partner program and release some of your personal information in accordance with our privacy policy.

CUSTOMER DECLARATION

By accepting the booking, all passengers are protected by our public insurance policy after all doors are secured and only whilst the vehicle is in motion. Seat belts must be worn at all times by all passengers.

I agree to the terms and conditions of this agreement.

I declare that I am over the age of (18) eighteen and my booking confirmation acts as my signature with full agreement and understanding of the terms and conditions described above.

PRIVACY POLICY

All Occasions Limousines is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. We have adopted the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone, pick up and drop off locations and your credit card number/s.

This Personal Information is obtained in many ways including correspondence, by telephone and email, via our website www.aolimo.com.au, from media and publications, from other publicly available sources, from cookies- delete all that aren't applicable and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing or via unsubscribe link. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information:

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties:

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information:

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure
- Where required or authorised by law; and
- When providing your information to our affiliates partner
- Sensitive data will never be provided through our affiliate program

Security of Personal Information:

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently delete your Personal Information. However, most of the Personal Information is or will be stored in client files, which will be kept by us for a minimum of 7 years.

Access to your Personal Information:

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

All Occasions Limousines will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information:

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates:

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries:

If you have any queries or complaints about our Privacy Policy please contact us at:

info@aolimo.com.au

Copyright © 2019

www.aolimo.com.au

www.airx.today

All rights reserved

ABN 58 169 151 900

o