

Suncoast Transfers Terms & Conditions

as at 01/12/19

Payments

Full payment is to be made at time of booking. We accept credit card payments, direct transfer (please send us a remittance) or PayPal. Unfortunately, we do not accept cash payments.

We do not charge extra for weekends or public holidays, late or early morning pickups.

Cancellations

0% cancellation fee applies for bookings cancelled up to 72 hours.

50% cancellation fee applies for bookings cancelled within 72 hours.

100% cancellation fee applies for no-shows.

Changes to Booking

We understand that changes are made due to no fault of your own, such as your flight is delayed or cancelled. Under this circumstance we will endeavour to work with your changes however we may have prior bookings and cannot guarantee our service. We will ensure a full refund is given if you can provide evidence of these changes when we cannot accommodate.

Change of mind or altering the booking will incur extra charges which will be decided at time of change.

Group Bookings/Weddings

As a booked hire service Suncoast Transfers cannot take single bookings therefore if you have a group of people attending the same wedding or event, we suggest collating your people and booking as one group booking. We can only take one payment for the booking and not individual payments.

Pick Up Times

Please be ready at least 15 minutes prior to your pickup time and be waiting at your pickup location to avoid delays, please have your mobile on hand in case we need to contact you.

Should you not be at your designated pick up location at the time indicated Suncoast Transfers will endeavour to call you to check your location. If Suncoast Transfers cannot find you within 20mins of your pickup time your trip will be voided with no refunds as the driver may need to move onto the next booking.

Delays

We pride ourselves on our punctuality however at times there may be delays in getting to you or on the way to the event or airport due to traffic. We always allow extra time to cover these delays however unfortunately on the very rare occasion there may be a serious accident which can see roads closed or delayed for hours therefore such circumstances are out of our control. In this instance we will not be held liable where you may be late to your event or the airport and appreciate your understanding should this instance arise when you are utilizing Suncoast Transfers Services.

Luggage

As per airline weight regulations we allow as part of your travel with us one suitcase and one piece of hand luggage per person.

Please advise at time of booking if you will be traveling with additional luggage as surcharges may apply. Such items may include but not limited to- child's car restraint, surfboards, boogie boards, extra suitcases.

Airport transfers

Punctuality is key for Suncoast Transfers. We do not want you to miss your plane! To avoid this, when making your booking please allow time for travel to the airport with some extra for delays in traffic, unloading at the airport and yourself to get to check in and your boarding gate.

As per airport guidelines please ensure when booking you allow yourself the following times as some airlines are known for cancelling your flight for not being there within the guideline times. So be sure to check your airline to have accurate times.

Domestic flights 1hr before departure

International flights 2hrs before departure

For those arriving at the International airport and being picked up by Suncoast Transfers your driver will greet you in the arrivals lounge as you come through the gates. Our driver will pick you up 30 minutes beyond the arrival time to allow time for customs and immigration.

Domestic arrival pick up - your driver will greet you at your airline baggage carousel.

We advise as soon as arriving at the airport to switch your phone on in case your driver needs to call you.

Alternatively, you can call Scott on 0414826266 to ask where your driver may be waiting.

Food, Drinks and Alcohol

Other than bottled water under no circumstance is there to be food, drink or alcohol to be consumed on board unless prior arrangements have been made.

Smoking

Smoking is prohibited on the bus.

Cleaning

More so with weddings and functions extra cleaning is usually necessary due to vomiting from intoxication. Such instances incur additional charges.

Should the vehicle be damaged or stained due to a preventable cause you will be charged for the damages and time the vehicle is not in service due to the damages being fixed.

Rubbish

Please put ALL rubbish in the bin provided on the bus otherwise we ask that you please take your rubbish with you when departing. Any significant rubbish left on the bus may incur a surcharge.

Seatbelt Safety

Under the transport legislation act and for your safety seat belts are always to be worn during your transfer.

Privacy and Confidentiality

As soon as your booking has been completed your information is deleted. Please note no credit cards are kept on file.

Photographs

At Suncoast Transfers we really enjoy sharing our experiences with our clients on social media. Please advise us if you DO NOT wish for any photographs to be taken or to be shared on the website or social media. If you do not advise at the time when photographs are taken or at time of booking, we will acknowledge this as your consent to us sharing.

Refusal of Entry

The driver reserves the right to refuse your ride if they feel unsafe or for any other reason that may put you, other patrons or the driver at risk. Such circumstances could include but not limited to as it will be to the discretion of the driver at the time, intoxication, abusive language, customer being sick, opened alcohol, weapons.

Should the driver refuse your ride Suncoast Transfers will not refund any monies paid.