

Executive Tours

Discrete Security Ltd

(Being the parent company) known as “The Companies”.

Terms and Conditions

Terms and Conditions for hire of “The Companies” driver services and security driver services known as Discrete Security Ltd

While booking with “The Companies” will be deemed to be confirmed upon receipt of both of the following:

- **Payment being paid in full as per quoted price and detailed below**
- **Agreement to the following terms and conditions via email**

Booking Request

Booking request may be made via email, online booking or by telephone. “The Company” will issue a Booking Confirmation and Invoice upon receipt of your Booking request. It is your responsibility to check the accuracy of the Booking Confirmation. To fully secure your Reservation we require a payment and agreement to the terms and conditions of this document. The companies may deem a booking invalid if incorrect information is provided by the customer including, but not limited to, credit card details.

Credit Card and Online Payments.

Option 1.

Credit card bank fee will apply of 4%. This will be added to your final payment balance or quotation.

Payment by credit card can be made once “The Companies” forward an invoice.

We accept most credit cards through our “Stripe” payment platform / Not PayPal

Option 2.

Payment

Bank Details:

Bank: ASB Bank Limited
Address: Crn Marshland and Shirley Road, Christchurch, New Zealand
Account Number: 12-3240-0159292-01
Swift Code: ASBENZ2A

Account Name: Discrete Security Limited

Tax and transfer costs.

All prices quoted include NZ 15% tax and all operating vehicle and driver costs.

Personal Insurance: (International)

All passengers must arrange their own personal insurance that covers international travel including private chauffeur transfers. We will work with all parties to assist in any way necessary.

Cash

Cash will be accepted as a deposit or as part or full payment.

A tax invoice will be sent after receipt of full payment within 3 working days if requested.

While on hire any additional charges will be paid for by the client or on our web sites payment page such as i.e. Activities, additional services, vehicle person damage.

Credit Card Fee

A Credit card fee of 3.9% will be additional to the quoted price. This charge is from your overseas credit card service provided and not based in New Zealand: Direct debit can be provided at the guests costs and the “Companies” will not accept any changes if any for this service. Once paid a confirmation of payment will be forwarded.

Pricing Additional costs. (Included in Quotation)

Surcharges and afterhours.

From 22.00 to 06.00 for all transfer additional surcharge of \$35

Credit Card Security

“The companies” will never contact for your credit card details:

Unless guest is having trouble with the payment online and contacts “The companies” directly.

Deposit, credit card and final payment.

All payments are subject to the Cancellations and Refund Policy as outlined in these Terms and Conditions (see below).

To secure your booking, a deposit of 20% is payable upon the Booking Confirmation, this will be deducted from your total due amount.

Full payment is due no later than 10 days prior to the day of hire by, credit card, direct debit unless alternative arrangements have been made with “The Companies”.

A tax invoice will be sent after receipt of confirmation then payment is required in full.

Bookings made within 14 days of the hire date require full payment to confirm booking.

Final Payment: If the required and agreed to travel time exceeds the agreed because of guest’s lateness. “The companies” will charge the guest accordingly at an hourly rate of \$2.80 per minutes. This will be explained to the guests by the driver at the time of pick up.

Cancellation and Refund Policy

1. Should you cancel your booking 40 + days before confirmed pick up date, you will receive a refund as listed
 - a. Minus 10% booking fee that includes the Credit Card fee.
2. Should you cancel your booking 14-30 days before pickup confirmed date, you will receive 50% refund of the amount paid in full.
 - a. Minus 10% booking fee that includes the Credit Card fee
3. Should you cancel your booking 0-14 days or less prior to your pick- up time you will receive no money back. We will work with all parties in relation to circumstances.

Quotation:

Emailed quotations will be kept in our system for 5 days and not a guaranteed booking until you receive a booking confirmation from the said “Companies” by email. Confirmations over and above the 5 days are not guaranteed.

Last moment bookings and cancellations.

If you have booked a transfer with “The Companies” we will forward a confirmation by email or text of the booking. If as agreed your payment has not been received and the transfer and will be paid upon pick up, at the last moment the booking is cancelled within 2 hours of the confirmed pick-up time you will be charged in full by invoice with 1 days – notice, payment is to be paid in full.

Smoking/Vaping and Eating in Vehicles

New Zealand law prohibits Smoking of any substance in public buildings also there is no eating of any foods in any of our vehicles operated by “The companies”. Additional cleaning fee of \$350 will be charged to the guest.

Travel insurance:

It is a requirement that passengers provide their own travel insurance, including international travel.

It’s not the responsibility of “The companies” to provide travel insurance.

This is to cover International and adjoining flights, road, sea travel, including Helicopter charters and other booked activities booked with 3rd parties. We would notify you if a third party is involved with your booking.

Personal luggage

“The Companies” will not take responsibility for your luggage while in our vehicles i.e., safety, packing, is the guests responsibility. “The Companies” will not carry any dangerous goods while in New Zealand such as knives, firearm, needles, explosive goods while travelling with “The companies”.

Drugs and Alcohol

There will be no drinking of alcohol in our vehicles: Guests under the influence of drugs or alcohol will not be permitted in our vehicles. We will not transfer intoxicated persons and alternative transport will be suggested at the passenger's cost. Inside cleaning of vehicle. If any guests bring drink or alcohol other than water into our vehicles and spill product on seats or carpets, there will be a minimum of \$350 cleaning fee. This price relates to down time of the vehicle and commercial cleaning charge.

Parent / Guardian

A parent or legal guardian is required will take the responsibility of all persons under the age of 18 years while in our vehicles or provided services.

One Way Transfer

A one-way transfer is a direct pick up and drop off and does not include multiple pick-ups. This can be up to but no more than 5km, from the centre of the closest main city.

Late Arrival

We cannot be held responsible for compensating passengers for losses arising from incidents beyond our control, such as natural disasters, civil disturbances, theft, delays or mechanical breakdowns, incorrect pick up/drop off information, or any situation beyond our control.

Airport Transfers. International and Domestic.

Upon booking an International or Domestic transfer you will be forwarded the contact phone number of the driver from "The Companies." The booking person / guest travelling is to notify "The Companies" if you have been, delayed at the border.

Failure to notify of delay or detainment resulting in delays for "meet and greet" by "The Companies".

Third party booking.

If you are a third party making a booking with "The Companies" you are to inform us up on make the booking. If a third party makes and confirms the flight reservation and the passengers do not arrive, and the "The Companies" have not been notified the third party will be charged for the transfer.

Waiting times:

Delayed by Immigration, Quarantine, Customs upon arrival to the country, lost luggage and exceeding the time frame for service.

Wait times:

International arrivals: 1 hour waiting time from the time the plane lands.

Domestic arrivals: 15 minutes waiting time from the time the plane lands.

Additional charges: \$1.90 per minute over the waiting time if we have not been notified.

Domestic transfers waiting time.

We allow a 10-minute waiting time on all domestic transfers, an additional waiting time charge of \$2.80 per minute over and above this amount. This is to be paid for at the end of the transfer.

"The companies" contact numbers.

International +64272511133 New Zealand 0272511133

Additional requested stops:

Other than those pre-arranged in your booking confirmation, will incur additional charges. Check with your driver if this is included in your transfer / tour quotation.

The additional charge is \$2.80 per minute for these services or \$135per hour. Please discuss this with your chauffeur first.

Excess Luggage

If you have more than the maximum capacity of luggage being (1 large suitcase size 83 litre or 70.5x43x28cm, 1 small bag) please advise us when booking. "The Company" can store at the airport any additional luggage requirements at your additional cost, but this must be arranged with your Reservation Request and Booking Confirmation. Payment for storage at the airport is the responsibility of the guest directly. Approx. \$35 per bag per day.



Hirer's Responsibility

The person reserving the vehicle or vehicles is responsible for all guests and any damage to the interior and exterior of the vehicles will be and repair will be charged to the guest.

Vehicle hire & bookings.

The booking persons confirmation of itinerary does not guarantee the booking and confirmation of the vehicle hire and driver. Vehicle hire is only guaranteed upon final confirmation from "The Companies".

Data Protection

"The Companies" New Zealand will not pass on to any 3rd party your personal information such as Name, email details, personal details for any reason.

Marketing by "The companies" for personal promotions. "The Companies" New Zealand will market our own business from our own data base direct to the client directly. This is not through a 3rd party and at no times client information will be forwarded to any other parties. Wix.com our web site provider is the only company that obtains information on our clients, and they are do not have permission to pass on any information in relation to stored data in relation to our "The companies" and our clients.

Security Services.

Terms and conditions of security documents are a separate document.