

ChauffeurNZ.com & Discrete Security Ltd

(Being the parent company) known as "The Companies".

Terms and Conditions

Terms and Conditions for hire of ChauffeurNZ.com driver services and security driver services known as Discrete Security Ltd

While booking with ChauffeurNZ.com 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 3%. This will be added to your final payment balance or quotation.

Payment by credit card can be made once ChauffeurNZ.com forward an invoice.

We accept Visa / MasterCard / 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

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.

Credit Card Security

The companies will never contact for your credit card details:

Unless guest is having trouble with the payment on line and rings "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.

Full payment is due no later than 14 days prior to the day of hire, by cash, credit card, direct debit unless alternative arrangements have been made with Discrete Security or ChauffeurNZ.com.

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

If you transfer or services are cancelled by yourself a full refund will apply as detailed above deducting the booking fee and or any credit card bank fee.

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. ChauffeurNZ.com will charge the guest accordingly at an hourly rate. This will be explained to the guests by the driver at the time of pick up.

Cancellation and Refund Policy

Should you cancel your booking 40 + days before confirmed pick up date, you will receive 80% of your money back of the total price.

Should you cancel your booking 14-30 days before pickup, you will receive 50% of your refund of money paid.

Should you cancel your booking 0-14 days or less prior to your pick- up time you will receive no money back.

Smoking 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 \$100 will be charged to the guest.

COVID 19.

Safety of all parties:

It is a requirement that any persons making enquiries or bookings is to notify ChauffeurNZ.com or companies if they have flown from another country within 2 months prior to making this booking. This will not alter your booking in any way.

Covid 19 level change.

ChauffeurNZ.com and companies cannot take responsibility for boards are closed or levels of Covid 19 change during the booking process or while on transfer. We will do our best to work with the booking person to assist you in any way possible during these difficult times.

Cancellation of booking due to Covid 19.

We will work with you every step of the way on the best solution for you re cancellation/ refund or make another date that works with both parties.

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

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.

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 will not be 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 flight you will be forwarded the contact phone number for ChauffeurNZ.com as on every emailed forwarded. The booking personal or guest travelling is to notify ChauffeurNZ.com if you have been delayed at the border.

Failure to notify of delay or detainment resulting in delays for “meet and greet” by ChauffeurNZ.com.

Third party booking.

If you are a third party making a booking with ChauffeurNZ.com 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 ChauffeurNZ.com has 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 time:

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

Domestic arrivals: 10 minutes waiting time from the time the plane lands.

ChauffeurNZ.com contact numbers.

International 0064272511133 New Zealand freephone 0800511133

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 \$1.00 per minute for these services or \$60 per 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. \$30 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 & booking

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 ChauffeurNZ.com or Discrete Security.

Data Protection

ChauffeurNZ.com and Discrete Security Ltd 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 ChauffeurNZ.com the companies for personal promotions. ChauffeurNZ.com 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 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. January 2021 updated.