

Terms and Conditions



We strive to deliver a reliable and high-quality service. We're always happy to clarify any questions you have.

- Maximum Passengers:** The maximum number of passengers in our vehicles is typically determined by the number of seatbelts. The 'comfortable' limit may be less. Luggage may also reduce the passenger limits during airport transfers.
- Luggage:** All luggage must be safely stowed and strapped in the rear cargo area. Luggage cannot be carried in the passenger space. Large objects like surfboards, and snow boards can be accommodated in a trailer at additional cost.
- Surcharges:** Additional fees may apply on public holidays, and for transfers between 12:01am - 5:59am.
- No Food or Smoking:** No food or chewing gum is permitted in our vehicles. Strictly no take-away food, even in unopened containers or bags. Wedding food by prior arrangement. Smoking is not permitted in, or around the vehicles.
- Alcohol:** While it is legal in WA for adults to consume alcohol while travelling in a licensed Small Charter Vehicle (SCV), it is subject to your driver explicitly approving it. You must ask BEFORE the travel booking day. Spillages are regarded as damage. Major spillages can result in termination of travel without refund.
- Damage:** Clients are liable for any damage caused to our vehicles either by the client themselves or a member of their travelling party. For wine, champagne, premix or beer, the minimum cleaning fee is AUS\$250. For cosmetics, bodily fluids, vomit or chewing gum the minimum cleaning fee is AUS\$1000, plus the cost of any repair or replacement of vehicle parts and components. Our cigarette smoke de-odorisation fee is AUD\$500 per transfer.
- Behaviour:** We reserve the right to not transport any individual who may be considered to be under the influence of alcohol and displaying signs of intoxication. Passengers who appear heavily intoxicated or behave in an unacceptable manner (rude, anti-social, loud, boisterous, uncoordinated, disorderly, aggressive, etc.) will not be permitted to travel in the car. At the drivers sole discretion. We will withdraw all vehicles immediately under these circumstances. No refunds!!
- Customer Delays:** If an appointment should go over the time stated in the booking due to customer-triggered delays, overtime rates may apply. This is to discourage conflicts with other customer bookings and to respect our driver's availability. We charge overtime at \$3 per minute (per car), unless specified otherwise on your booking confirmation.
- Airport Arrival Delays:** Where possible, our drivers track inbound flights and arrive shortly after the flights actual landing. Your transfer estimate includes some FREE waiting time (Domestic 15 mins; International 30 mins). This covers only airport-triggered delays (gate busy, baggage collection, lost baggage). Its calculated from the published time of landing. After this, we may charge overtime at \$1 per minute (per car), unless specified otherwise on your booking confirmation.
- Grace Period:** Our aim is to arrive in advance of the agreed time (except for airport collections). Occasionally, events outside our control cause delays. Provided we arrive within 10 minutes of the scheduled pick up time, it's deemed acceptable and within the terms of our agreement. If practical, we will try to extend your booking period to make up for any delay. Beyond the grace period, we can refund your payments or provide a gift voucher, at our discretion.
- Administration Fees:** Changes to booking dates, times and vehicle specification may incur an administration fee of between \$30-\$50, unless specified otherwise on your booking confirmation.
- Deposits:** We require a 30% deposit to reserve your vehicles, drivers, dates and for document management. We may request a higher deposit or full pre-payment for weddings, large bookings, peak days or brand-new customers. Deposits are not refundable under this commercial arrangement.
- Cancellation:** Any cancellation within 24-hours (or no-show) will be charged at the full amount. Any unpaid balance will be invoiced for payment within 7-days. Any debt collection fees and legal costs are added to your outstanding debt.
- Payment Terms:** Full payment of any outstanding balance must be made on, or before the start of each transfer. Weddings and large bookings will require full payment 4-weeks before the event. Regular customers are invited to setup a business account for more agreeable terms. We do not accept cheques. We reserve the right to charge 10% penalty interest on overdue accounts.
- Merchant Fees:** There may be additional processing fees for credit cards, debit cards and PayPal. We use PCI compliant cloud payment services from EziDebit.
- Payment Default:** In the event of the customer being in default of their obligation to pay and the overdue account is then referred to a debt collection agency and/or law firm for collection, the commission payable and legal costs on an indemnity basis shall be added to the amount outstanding and form part of the debt and in the event where the collection agency charges commission on a contingency basis the commission which would be charged if it achieved 100% recovery shall be added to the debt and this total shall be treated as a liquidated sum. The short story, its much cheaper if you pay on time.
- Unforeseen Circumstances:** We cannot assume responsibility for any unforeseen circumstances beyond our control such as traffic, road and weather conditions, illness, vehicle breakdown etc. Should there be a breakdown or mishap rendering the reserved vehicle out of commission we reserve the right to substitute the vehicle(s). We will make every effort to supply a similar vehicle.
- Social Media:** We reserve the right to use photos and video of our clients during bookings for social media promotion. Clients are welcome to explicitly opt-out via email. We will remove or hide any media that concerns our clients.
- Limits Of Liabilities:** In all cases, GranTourismo, it's owners, operators and chauffeurs maximum liability shall be limited to a full refund of monies paid pertaining only to the contracted trip in question. We will take due care, but no liability will be assumed beyond consumer laws in WA. You agree not to claim for liquidated damages, consequential loss or for any other eventuality.
- Additional Fees:** Any additional charges for delays, overtime or damage are all automatically applied to your credit card at the agreed rate on your estimate/invoice.