

# City Hire Cars

## Chauffeur Solutions



## Chauffeur Services Schedule

## Executive Summary

Road travel can be a stressful experience, especially after a long journey. City Hire Cars has been successfully chauffeuring busy executives throughout Melbourne for the past 18 years. Over this time we have learnt what is important to our clients. We will always take your luggage, have immaculate vehicles, carry the latest print media; and respect your confidentiality and privacy. We also ensure the highest standards in driver ability, English language skills and knowledge of the road system and major landmarks throughout the city.

You can be assured of our best service at all times. We look forward to serving you and your employees for many years to come.

## Terms and Conditions:

**\*\*All fees below are Gst Exc.**

- **If payment has not been made by the due date, we reserve the right to charge an interest at the maximum of 6.75% per annum. This will apply if payment has not been received within 30 days of the invoice.**
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- **To set up an account, a credit card number must be supplied. The credit card supplied will be charged if payment has not been made by the due date.**
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- **Prices will change every 12 months and will increase at the CPI of 5%.**
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- **Prices are subject to change. The following factors can affect an increase in prices. The rise of Taxi Fares.**
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- **The rapid increase in fuel prices. (Pricing is normally adjusted at around 5% taking the above factors into consideration.**
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- **If the client fails to appear, full cancellation fee applies.**
- **Prices can vary the original quote if there is a diversion or the client is running late.**
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- **Waiting time incurs the following charges of: 5mins - 15mins \$22.00 / 15mins - 30mins \$44.00/ 30mins - 60mins \$88.00 (\*\*Gst Exc.) (\*\*EXCLUDES AIRPORT PICK UP'S)**
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- **Pickups from International flights attract a parking levy. (\$24.00 \*\*Gst Exc.) Per Hour..**
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- **Pickups from domestic flights attract a parking levy. (\*Sedan \$12.00 & \*Peplemovers \$24.00 \*\*Gst Exc.)**
- **20% surcharge applies on all pick up's between 2200-0500.**
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- **20% surcharge applies on all public holidays.**
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- **20% surcharge applies on event days for transfers not associated with the particular event.**
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- **People Movers are charged at one and half times the rate of a normal sedan (5-7 Passengers)**
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- **People Movers requested for 4 passengers or less & needed for luggage capacity is charged at an extra 20%.**
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- **Baby seats, baby capsules and booster seats attract a \$15.00 (\*\*Gst Exc.)  
\*\*The installation of the Baby Restraint is the responsibility of the client and need to check that they have been installed correctly. City Hire Cars accepts no liability in the installation process of a baby restraint. City Hire Cars will only supply the baby restraint as per clients request.)**
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- **A full refund is available if the client's expectation of service is not met (if the driver fails to arrive, arrives late, or provides poor service). City Hire Cars guarantee a high level of service.**
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- **'Special Event Transfer'.(Grand Prix, Spring Racing Carnival, AFL Grand Final etc.)The agreed price for the pre-booked transfer has been confirmed. Prices will be charged at a premium rate & agreed by the client.Once a reservation has been made, it cannot be changed and the full cost of the reservation will apply if a cancellation takes place.If a reservation has been made for a particular time and the client does not show or runs late, the full amount will be charged. If the client runs late, the pre-booked vehicle will go onto their next job, whilst the client will be placed in a queue until the next available car. The full amount will then be charged again if they wish to re-book the car for the later time. We DO NOT guarantee pick up times on 'Event Days' as schedules do tend to blow out, due to the extreme increase of traffic around the location of the Event. There are certain pick up point's where Hirecars have been allocated and must be obeyed at all times, as fines do apply. If a fine is issued to the driver on the day by an officer or sent in the mail as a result of the clients actions, they will be liable for the full cost of the fine and the amount will be charged onto the credit card used to make the original reservation. If a client wishes to change the pick up location on the particular day, extra charges will apply, as it will take vehicle at least an extra 30 - 60 mins to pick up client from a different location. Extra charges**

**do apply for any diversion and drop off at different location as originally booked.**

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- **A client will be liable for a cleaning fee of \$363.00 if they vomit in the vehicle at anytime. The amount will be charged onto the credit card used to make the original reservation.**
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- **Pet's are ONLY allowed in a vehicle if they are in a standard air freight dog-tainer, that is approved by the Australian Standards Regulations. Any accident or mishap caused by the animal, will be the liability of the owner. Adequate fees do apply, such as a cleaning fee of \$363.00. The amount will be charged onto the credit card used to make the original reservation.**
- **Any food scraps or drinks is the responsibility of the passenger (s). If they are not disposed of in a correct manner, the cleaning fee will apply of \$363.00. The amount will be charged onto the credit card used to make the original reservation.**
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- **A driver reserves the right NOT to accept clients in the vehicle if they are unlawful, foul mouthed, disrespectful to both driver & vehicle, intoxicated and under the influence of 'Drugs & Alcohol'. If a client does not obey and respect the vehicle they are travelling in and damage occurs, they will be liable for the full cost of any repair and the repair costs will be charged onto the credit card used to make the original booking.**
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- **If the driver feels they are being threatened (either verbally , physically , sexually harassed or made fun of) during the trip, they will have the right to drop passengers off at the closest 'Police Station' or immediately stop vehicle and let passengers exit the vehicle.**
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- **Alcohol, Drug Taking & Illicit Pornographic material are banned in all Hirecar Chauffeur Driven vehicles.**
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- **If a cancellation takes place after 1900 on a Friday for reservations made on the Saturday/ Sunday, the full fare will be charged as the office will not get to any emails until the following Monday. For urgent enquiries, please ring the after hours business mobile on +614 11 497 847. (\*The cancellation charge does not apply to regular uses of the service or a company account has been set up.)**
- **If the reservation has been made and the vehicle is proceeding or arrived at the requested pick up point and a cancellation takes place, the full cancellation of the original fare/ quotation will be charged.**
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- **A cancellation fee of \$50.00 (\*\*Gst Exc.) will apply for any transfer that is re-booked or cancelled within a 24 hour period. City Hire Cars does not accept any liability that the airlines may impose on re-scheduled or cancelled flights.**

- The merchant name that will appear on the credit statement is 'Metro Cab Brokers' (\*Credit Card Payments attract a 5% (\*Attracting Gst) fee upon billing)
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- If a credit number you provide is invalid, a \$45.00 (\*\*Gst Exc.) dishonour fee will apply to each transaction. You are responsible for any credit card number change. For new credit card details, please email to [admin@cityhirecars.com.au](mailto:admin@cityhirecars.com.au) and sms expiry date to business mobile +614 11 497 847. On the email please quote job reference number or account name in subject line.

**PAYMENT METHOD:**

**Credit Card Payment ( )**

**Credit Card Number Details.**

Name on Card. \_\_\_\_\_

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Expiry Date. \_\_ / \_\_

Authorised card signature. \_\_\_\_\_

**I authorize City Hire Cars to make payment via the credit card number provided as the preferred method of payment. I understand that a Tax Invoice will be emailed to the designated email address once payment has been approve**

**Liability**

We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is

limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control and which is beyond our control and which is not preventable by reasonable diligence on our part.

## **Privacy Policy**

City Hire Cars Pty Ltd ABN. 92 972 095 165 Victoria has created this privacy statement in order to demonstrate our firm and continuing commitment to the privacy of personal information provided by those visiting and interacting with this Web site. We hold the privacy of your personal information in the highest regard. The following discloses City Hire Cars information gathering and dissemination practices for this Web site.

City Hire Cars recognises the importance of protecting your privacy and our policy is designed to assist you in understanding how we collect, use and safeguard the personal information you provide to us and to assist you in making informed decisions when using our site. This policy will be continuously assessed against new technologies, business practices as well as our customers' needs.

### **What information do we collect?**

When you visit the City Hire Cars Web site you may provide us with two types of information: personal information you knowingly choose to provide that is collected on an individual basis and Web site use information collected on an aggregate basis as you and others browse our Web site.

#### **1. Personal information you choose to provide**

- Registration Information: when you register for any of City Hire Cars products, services or newsletters you will provide us with information about yourself.
- Credit Card Information: if you use a credit card on this site you will actually be transferred to a secure site. There are no requirements for transactions directly with employees. City Hire Cars employees will not take credit card information from you.
- Email Information: if you choose to correspond with us through email, we may retain the content of your email messages together with your email address and our responses. City Hire Cars' policy is to provide the same protections for these electronic communications that we employ in the maintenance of information received by mail and telephone.

#### **2. Web site use information**

- We use standard practices only! Similar to other commercial Web sites, City Hire Cars' site utilises a standard technology called "cookies" (see explanation below entitled "What Are Cookies?") and Web server log files to collect information about how our Web site is used. Information gathered through cookies and Web server logs may include the date and time of visits, the pages viewed, time spent at our Web site, and the Web sites visited just before and just after our Web site.

### **How do we use the information that you provide to us?**

Broadly speaking, City Hire Cars uses personal information for purposes of administering our business activities, providing the products and services you requested, to process your payment,

to monitor the use of the service, our marketing and promotional efforts and improve our content and service offerings, and customise our site's content, layout, services and for other lawful purposes. These uses improve our site and better tailor it to meet your needs. Furthermore, such information may be shared with others on an aggregate basis. Personally identifiable information or business information will not be shared with parties except as required by law.

#### **How do I opt out or how do I notify you that I don't want to receive more information?**

Occasionally, we may also use the information we collect to notify you about important changes to our Web site, new services, and special offers we think you will find valuable. You may notify us at any time if you do not wish to receive these offers by emailing us at the link provided on the newsletter.

#### **What are cookies?**

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a Web site, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each Web site can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a Web site to access the cookies it has already sent to you, not the cookies sent to you by other sites. Browsers are usually set to accept cookies. However, if you would prefer not to receive cookies, you may alter the configuration of your browser to refuse cookies. If you choose to have your browser refuse cookies, it is possible that some areas of our site will not function as effectively when viewed by the users. A cookie cannot retrieve any other data from your hard drive or pass on computer viruses.

#### **How do we use information we collect from cookies?**

As you visit and browse City Hire Cars' Web site, the site uses cookies to differentiate you from other users. In some cases, we also use cookies to prevent you from having to log in more than is necessary for security. Cookies, in conjunction with our Web server's log files, allow us to calculate the aggregate number of people visiting our Web site and which parts of the site are most popular. This helps us gather feedback to constantly improve our Web site and better serve our clients. Cookies do not allow us to gather any personal information about you and City Hire Cars does not intentionally store any personal information that your browser provided to us in your cookies.

#### **IP addresses**

IP addresses are used by your computer every time you are connected to the internet. Your IP address is a number that is used by computers on the network to identify your computer. IP addresses are automatically collected by City Hire Cars Web server as part of demographic and profile data known as traffic data so that data (such as the Web pages you request) can be sent to you.

#### **Sharing and selling information**

City Hire Cars does not share, sell, lend or lease any of the information that will uniquely identify a subscriber (such as email addresses or personal details) with anyone except to the extent it is necessary to process transactions or provide services that you have requested.

#### **How can you access and correct your information?**

You may request access to all your personally identifiable information that City Hire Cars collects online and maintain in our database by emailing us at [info@cityhirecars.com.au](mailto:info@cityhirecars.com.au)

### **What about legally compelled disclosure of information?**

City Hire Cars may disclose information when legally compelled to do so, in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights. City Hire Cars may also disclose account information when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our Terms of Service or to protect the safety of our users and the public.

### **What about other Web sites linked to our Web site?**

City Hire Cars is not responsible for the practices employed by Web sites linked to or from our Web site or the information or content contained therein. Often links to other Web sites are provided solely as pointers to information on topics that may be useful to the users of our Web site. Please remember that when you use a link to go from our Web site to another Web site, City Hire Cars' privacy policy is no longer in effect. Your browsing and interaction on any other web site, including web sites, which have a link on our Web site, is subject to that Web site's own rules and policies. Please read over those rules and policies before proceeding.

### **Your consent**

By using City Hire Cars website you consent to our collection and use of your personal information as described in this privacy policy. City Hire Cars reserves the right to amend this privacy policy at any time with or without notice.

### **Our commitment to data security**

Please note that your information will be stored and processed on City Hire Cars' computers in The Commonwealth of Australia. The laws on holding personal data in the Commonwealth of Australia may be less stringent than the laws of your country of residence or citizenship. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

### **Choice/opt-in/opt-out**

City Hire Cars allows visitors to unsubscribe so that they will not receive future messages. After unsubscribing we will discontinue sending the particular messages as soon as technically feasible.

### **Surveys and contests**

From time-to-time City Hire Cars site requests information from users via surveys or contests. Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as post code, age level). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

### **A special note about children**

Children are not eligible to use City Hire Cars services unsupervised and we ask that children (under the age of 14) do not submit any personal information to us. If you are a minor, you can use this service only in conjunction with permission and guidance from your parents or guardians.

Acquisition or changes in ownership

In the event that the City Hire Cars website (or a substantial portion of its assets) is acquired, your



information would be considered part of those assets, and may be part of those assets that are transferred.

**Policy modifications**

City Hire Cars may change this privacy policy from time to time. If/when changes are made to this privacy policy, City Hire Cars will email users who have given us permission to do so. We will post any changes here, so be sure to check back periodically. However, please be assured that if the privacy policy changes in the future, we will not use the personal information you have submitted to us under this privacy policy in a manner that is materially inconsistent with this privacy policy, without your prior consent.

**By accepting these terms and conditions you agree that:**

**You are not bankrupt, have no judgment against you, are and have not been the director of a company that has gone into liquidation and acknowledge that City Hire Cars base their consent to operate a credit account on faith in the truth of these statements.**

**You hereby grant City Hire Cars or any agent acting on its behalf the unconditional permission to conduct inquiries into your credit worthiness. You will undertake to advise City Hire Cars of any changes in the particulars above and advise that they are true and correct to the best of your knowledge. You have read and understood the terms and conditions and are aware and in agreement with your trading terms and conditions and agree to be bound by them.**

**City Hire Cars Pty Ltd**

**Client (name):**

**ABN. 92 972 095 165**

**Savas Varsamis- *Director***

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**Can you please sign as acceptance and email to [sales@cityhirecars.com.au](mailto:sales@cityhirecars.com.au)**

**Any queries relating to the set up process of the account, can be directed to [admin@cityhirecars.com.au](mailto:admin@cityhirecars.com.au) or by phoning 1300 CITY CAR (1300 248 922).**

