

Rich River Hire Cars

Terms and Conditions

Please read these terms and conditions and if you have any questions please contact us.

Pricing

Each fare is charged by the hour or kilometre, which is greater. Minimum charge is for one our. Airport transfers are charged at a fixed rate linked to the location but there may be additional charges for waiting times and parking as required:

After the first hour, rates are charged in 15 min. increments.

All prices include tolls where applicable and are GST inclusive.

If any part of the booking occurs between 10 pm and 5 am, a 25% surcharge is applicable.

Public holidays and major event days incur a 50% surcharge.

Clients generally manage their own interstate bookings, however if required, our office can organise this on your behalf for a booking fee (15% of trip cost).

Wedding bookings attract a minimum two hour charge.

Waiting Time

Waiting time at Melbourne Airport from flight landing time is as follows:

Domestic flights waiting time - first 30 minutes will be free then a waiting fee will apply. This will be charged in 15 minute increments on top of the quoted trip rate and parking fees.

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International flights waiting time - first 60 minutes will be free then a waiting fee will apply. This will be charged in 15 minute increments on top of the quoted trip rate and parking fees.

All other collection waiting times - first 15 minutes waiting time will be free then a waiting fee will apply. This will be charged in 15 minute increments on top of the quoted trip rate.

Parking Fees

Melbourne Airport parking fees will be at the following rates:
Domestic collections \$7.00. International collections \$15.00

All other charges other than Melbourne Airport will be at cost.

Cancellations/Late Changes

Tours, 8 hour plus bookings, multiple chauffeur bookings and transfers greater than 2 hours require 24 hours notice for cancellations or changes, otherwise full charge applies.

Extras

Any variation of direct journey not advised at the time of booking, such as extra collections, preferred routes and stops as requested by client will incur extra charges by our hourly or kilometre rate, which ever is greater or as determined by the chauffeur.

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Booking Conditions

Local Laws do not permit smoking in commercial passenger vehicles.

At the time of booking, clients should always ensure the following information is correct and they have sufficient travel time. Rich River Hire Cars is not responsible for any cost incurred by the client including missed flights or travel cost losses associated with reorganised travel arrangements. Information required includes:

Date and time of booking
Passengers name and number of passengers
Pick up address, flight no. & departure time (if applicable)
Destination address
Mobile telephone number

The client and/or agent are responsible for the cost to clean or repair any damage to a vehicle caused by them as well as any subsequent loss of income.

Service may be refused if:

- Clients are intoxicated, disorderly or behaving in an aggressive / offensive manner.
- The number of passengers or luggage exceeds the legal capacity of the vehicle.
- Clients and/or agents have not requested or correctly advised appropriate child restraints where legally required.
- Payment has not cleared or accounts are in arrears.

Luggage exceeds vehicle capacity or impacts passenger/chauffeur safety. The responsibility remains with the client and/or agent to provide accurate information regarding luggage to be carried so appropriate vehicle/s can be booked. The vehicle will not be permitted to depart with an open trunk or doors to cater for excess luggage. Clients will be advised to book an additional vehicle or taxi before departing.

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Payment Terms

Payment becomes due when transport is complete. We accept major credit cards or cash. Cheques may only be accepted with approval at the time of booking.

A 50% non refundable deposit may be required to secure certain bookings.

A late payment fee of 2% per month will be charged on overdue accounts with any recovery costs passed onto the defaulting party.

Accounts

For individuals or companies who spend more than \$500/month, we offer a 14 day account facility with the security of a credit card.

Bookings

It is preferable to receive all bookings via email -
info@richriverhirecars.com.au

However, if booking is for the same or next day, please phone the office to have your booking confirmed.

You may also make a booking via sms or phone call to
mobile 0499 019 615

We confirm 100% of all email bookings by return email then via SMS, normally on the evening prior to travel. Please note, if you have not received a confirmation you have no booking.

We reserve the right to change our pricing and terms and conditions without notice.

Rich River Hire Cars take pride in delivering a trusted, safe, reliable, comfortable transport service. Please help us by understanding our terms and conditions,