

Terms and Conditions of Hire (the Terms)



By paying for a tour or a journey with Cairns Classic Tours, you have agreed to the Terms, set out below. I, our and us all refer to Chris Williams, the owner and accredited operator of Cairns Classic Tours.

Prices and Prepayment

Cairns Classic Tours operates as a Booked Hire Service (the Service) and you are required to pay for your tour or journey beforehand. Prices are quoted and charged in Australian Dollars and include all taxes, tolls and entrance fees, where applicable. I do not take cash and accept only electronic payment via my website at www.cairnsclassictours.com or at the time of pick up using EFTPOS facilities. Using a debit or credit card, are the only accepted forms of payment.

Our Promises

- 1) to be at your pick up location at least 5 minutes prior to your nominated pick up time;
- 2) to supply a clean, safe, air conditioned, registered and roadworthy Mercedes Benz (the Vehicle) to take you to your destination or on a tour;
- 3) to attend to you personally, or supply another qualified and licensed driver (under my employ), to provide the Service;
- 4) to ensure that I, or your driver, follows all relevant road rules, to the best extent that this is possible; and
- 5) to provide you with a relaxed and pleasurable driving experience and supply cold water, towels and other amenities.

Your Obligations

- 1) To be at your pick up point on time and with everything you need for your journey or tour;
- 2) To advise us if you or one of your passengers are feeling unwell at any time prior or during the tour or journey;
- 3) To respect the Vehicle and leave it as you find it;

On Board Recording

Under the Queensland Government's Booked Hire Service arrangements, we are not required to have a camera aboard, as the Service is always prepaid and, therefore, low risk. However, we have installed a dash camera, which is forward facing for safety, and I also have a rear facing digital camera recording a 20 minute loop of the interior of the vehicle. This arrangement protects both me and you the passenger in the event something unexpected happens. Part of the Terms are that you agree to having your image recorded whilst using the Service.

We undertake never to share images that are taken of the interior of the vehicle unless compelled to do so, by the Queensland Police, for example, and would only ever be downloaded to another device if so compelled.

Cancellation Policy

Cancellations only will be accepted up to 24 hours prior to scheduled pick-up time and will receive a full refund if prepaid, less a A\$20.00 administration fee. Bookings cancelled less than 24 hours prior to scheduled pick-up time will incur full charges.

No Show

We will wait for 15 minutes after your pick up time and will attempt to contact your phone number. We will then leave and get on with our day.

Tax Invoices

We are required to collect Goods and Services Tax by the Australian Taxation Office at the rate of 10 per cent. Tax Invoices will be automatically sent to your nominated email address if you book online, or upon request.