PRESTIGE
RENTALS

CHAUFFEUR

TERMS & CONDITIONS

LUXURY. SERVICE. EXCELLENCE.



WWW.PRESTIGE-RENTALS.COM.AU

CONTENTS

1 BOOKING, ACKNOWLEDGEMENT & AUTOMATIC INCORPORATION OF TERMS
- 1.1 Binding Agreement via Acknowledgement or Payment
- 1.2 Incorporation by Reference & Website Accessibility
- 1.3 Eligibility & Legal Capacity
- 1.4 Group & Passenger Authority

2 **VEHICLE STANDARDS**
- 2.1 Vehicle Quality & Maintenance
- 2.2 Cleanliness & Detailing

3. **CHAUFFEUR STANDARDS**
- 3.1 Driver Qualifications & Conduct
- 3.2 Professional Licensing

4 PRESENTATION
- 4.1 Executive Driver Attire
- 4.2 Fleet Presentation

5 SPECIAL AMENITIES & EXTRAS
- 5.1 Red Carpet & Decorative Ribbons
- 5.2 Refreshments & In-Car Hospitality

6 PAYMENTS
- 6.1 Payment Prior to Service
- 6.2 Payment Methods & Surcharges

7 BOOKING CONFIRMATION
- 7.1 Official Confirmation
- 7.2 Duty to Review Summary

8 VEHICLE ALLOCATION
- 8.1 Specific Model Reservation
- 8.2 Operational Right of Substitution

9 REPLACEMENT VEHICLE POLICY
- 9.1 Vehicle Inoperability
- 9.2 Mechanical Failure or Accidents in Transit

10 TRAFFIC & DELAYS
- 10.1 Traffic Jam & Police Interceptions
- 10.2 Late Arrival Compensation by Prestige Rentals

11 CUSTOMER DELAYS
- 11.1 Travel Time Allocations
- 11.2 Complimentary Grace Period

12 WAITING TIME
- 12.1 Calculation of Waiting Hours
- 12.2 Waiting Past Grace Period

13 ADDITIONAL HOURS
- 13.1 Incremental Charging
- 13.2 Overtime Rate Calculation
- 13.3 Driver Availability & Fatigue Compliance

14 ROUTE CHANGES
- 14.1 Client-Directed Alterations

15 AIRPORT TRANSFERS
- 15.1 Flight Monitoring
- 15.2 Airport Waiting Limits

16 MULTI-DAY BOOKINGS & DISPATCH PROTOCOLS
16.1 Daily Hour Allocations
16.2 Advance Dispatch Notice
16.3 Communication Channels

17 CLIENT RESPONSIBILITIES
17.1 Accurate Booking Information
17.2 Passenger Oversight

18 BEHAVIOUR
18.1 Respectful Conduct
18.2 Immediate Service Termination

19 DAMAGE
19.1 Liability for Property Damage
19.2 Cleaning & Repair Charges

20 SMOKING
20.1 Absolute Prohibition
20.2 Violation Penalty

21 ALCOHOL
21.1 Pre-Approved Consumption
21.2 Intoxication Refusal

22 ILLEGAL ACTIVITIES
22.1 Zero Tolerance Policy
22.2 Law Enforcement Involvement

23 CANCELLATION POLICY
23.1 Strict No Cancellation Policy
23.2 Commercial & Operational Justification

24 RESCHEDULING POLICY
24.1 Discretionary Future Credit
24.2 Reschedule Validity & Terms

25 REFUND POLICY & DISPUTE RESOLUTION
25.1 Strict No Refund Policy
25.2 Service Continuation & Voluntary Departure
25.3 Payment Disputes & Records

26 FORCE MAJEURE
26.1 Relief of Performance

27 LIABILITY
27.1 Cap on Monetary Liability
27.2 Exclusion of Consequential Loss
27.3 Passenger Property

28 PHOTOGRAPHY
28.1 Promotional Media Usage
28.2 Opt-Out Provision

29 COMPLAINTS & RESOLUTION PROCEDURE
29.1 Written Escalation
29.2 Resolved Issues

30 GOVERNING LAW
30.1 Jurisdiction & Governing Laws
30.2 Court Jurisdiction & Dispute Forum

1 BOOKING & ACKNOWLEDGEMENT OF TERMS

1.1 Binding Agreement via Acknowledgement or Payment

A legal and binding contract between Prestige Rentals and the Client is formed automatically upon either:

- The Client issuing a written acknowledgement, confirmation, or approval (including via email, instant messaging apps, or group chats) of a provided **Booking Summary** or tax invoice; or
- The Client making a full or partial deposit payment toward the booking.

Either action signifies immediate and unconditional acceptance of these Terms and Conditions.

1.2 Incorporation by Reference & Website Accessibility

These Terms and Conditions are incorporated by reference into every Booking Summary, invoice, and agreement issued by Prestige Rentals. The full and current version of these Terms is continuously accessible at all times on the official Prestige Rentals website (www.prestige-rentals.com.au/terms). The Client acknowledges that accessing the website, reviewing the Booking Summary, or remitting payment constitutes full opportunity to review and accept these Terms prior to service commencement.

1.3 Eligibility & Legal Capacity

The Client booking the chauffeur service must be at least 18 years of age and possess the legal authority to enter into binding contracts, commit corporate entities, and authorize payment card transactions.

1.4 Group & Passenger Authority

Where a booking is organized by a representative, corporate agent, or third party, the organizer confirms they have full authority to bind all passengers to these Terms. Any schedule updates or operational requests communicated by designated primary passengers in official communications are legally binding on the Client.

2 VEHICLE STANDARDS

2.1 Vehicle Quality & Maintenance

Prestige Rentals guarantees to supply a luxury vehicle that is mechanically sound, fully insured, regularly serviced, roadworthy, and maintained to high safety and engineering standards.

2.2 Cleanliness & Detailing

All vehicles undergo professional interior sanitization, exterior washing, and aesthetic detailing prior to dispatch for every booking.

3 CHAUFFEUR STANDARDS

3.1 Driver Qualifications & Conduct

Prestige Rentals will provide a fully licensed, professional, courteous, and respectful driver for all engagements. Chauffeurs are bound by strict standards of confidentiality, discretion, hospitality, and road safety.

3.2 Professional Licensing

All chauffeurs hold valid commercial transport and driver licensing as required by relevant state, territory, and federal transport authorities across Australia.

4 PRESENTATION

4.1 Executive Driver Attire

Chauffeurs are required to maintain pristine executive presentation. Standard attire consists of a formal black suit, collared shirt, and black tie unless an alternative dress code is requested by the Client in writing prior to dispatch.

4.2 Fleet Presentation

Vehicles are presented in showroom condition, free from internal clutter, and equipped with luxury executive amenities.

5 SPECIAL AMENITIES & EXTRAS

5.1 Red Carpet & Decorative Ribbons

Red carpet roll-out arrival services or custom decorative vehicle ribbons (e.g., for weddings or VIP arrivals) are not complimentary. They can be supplied upon special request for an additional fee of **$100**, provided the request is confirmed in writing and paid prior to vehicle dispatch.

5.2 Refreshments & In-Car Hospitality

Ice, chilled bottled water, or pre-arranged beverages (such as champagne) will be provided only where explicitly agreed upon in writing within the official Booking Summary.

6 PAYMENTS

6.1 Payment Prior to Service

Full payment of the total booking invoice is strictly required prior to the commencement of service or vehicle dispatch. Prestige Rentals reserves the right to withhold service if cleared funds are not received beforehand.

6.2 Payment Methods & Surcharges

Payments may be processed via Electronic Funds Transfer (EFT) or credit/debit cards. Credit/debit card transactions attract standard processing surcharges (typically 3.0% to 3.5%) as specified on the tax invoice.

7 BOOKING CONFIRMATION

7.1 Official Confirmation

A booking is considered secured only when Prestige Rentals issues an official written Booking Summary via email or official group messaging channels, alongside written acknowledgement or receipt of the required deposit/full payment from the Client.

7.2 Duty to Review Summary

The Client is responsible for reviewing the Booking Summary immediately upon receipt to verify pickup times, dates, passenger counts, and addresses. Failure to raise discrepancies prior to payment or dispatch confirms the details as complete and accurate.

8 VEHICLE ALLOCATION

8.1 Specific Model Reservation

Prestige Rentals allocates the specific luxury vehicle model requested by the Client (e.g., Rolls-Royce Ghost, Lamborghini Urus) at the time of booking, subject to availability.

8.2 Operational Right of Substitution

Prestige Rentals reserves the right to substitute the allocated vehicle with a vehicle of similar or higher market value if operational constraints require asset re-allocation.

9 REPLACEMENT VEHICLE POLICY

9.1 Vehicle Inoperability

If the booked vehicle becomes inoperable prior to or during the service due to mechanical failure, breakdown, or damage, Prestige Rentals will immediately provide a replacement luxury vehicle of equivalent or higher monetary value.

9.2 Mechanical Failure or Accidents in Transit

If, due to an unforeseen mechanical breakdown or road traffic accident during service, the vehicle cannot proceed, Prestige Rentals will to the best of its ability arrange a replacement vehicle of equal or higher value to complete the service.

10 TRAFFIC & DELAYS

10.1 Traffic Jam & Police Interceptions

Prestige Rentals is not liable for minor delays caused by unforeseen severe traffic congestion, road closures, severe weather, or routine police pull-overs/intercepts. In such events, Prestige Rentals will deploy best endeavors to supply a similar or higher-valued replacement vehicle if the primary vehicle cannot continue.

10.2 Late Arrival Compensation by Prestige Rentals

If, due to an unforeseen internal circumstance Prestige Rentals is late for your scheduled pickup, Prestige Rentals will provide additional service time on top of your existing agreement to fully compensate for the lost time at zero additional charge.

11 CUSTOMER DELAYS

11.1 Travel Time Allocations

Prestige Rentals typically allocates a 30-minute travel time buffer to reach your pickup location and a 30-minute travel time return buffer from your final location.

11.2 Complimentary Grace Period

Prestige Rentals allows a 15-minute grace period on top of the agreed collection time to accommodate minor Client delays before waiting time charges begin.

12 WAITING TIME

12.1 Calculation of Waiting Hours

Waiting time during scheduled service hours counts directly towards the Client's total allocated booking time. The chauffeur remains on duty and available during waiting periods.

12.2 Waiting Past Grace Period

If the Client causes a delay exceeding the 15-minute grace period at the start of a booking or during scheduled stops, the additional waiting time will be billed under Section 13.0.

13 ADDITIONAL HOURS

13.1 Incremental Charging

If service extends beyond the contracted hours plus the 15-minute grace period, additional time will be charged in strict 15-minute increments.

13.2 Overtime Rate Calculation

The fee for each additional 15-minute block is calculated using the following formula:

$$\text{15-Minute Overtime Fee} = \frac{\text{Agreed Hourly Rate}}{4}$$

13.3 Driver Availability & Fatigue Compliance

Extensions beyond the agreed schedule are subject to chauffeur availability and compliance with statutory driver fatigue regulations.

14 ROUTE CHANGES

14.1 Client-Directed Alterations

The Client may request route variations or additional stops during transit. Any additional mileage, tolls, or extended time resulting from route changes will be calculated against the allocated hours or invoiced separately.

15 AIRPORT TRANSFERS

15.1 Flight Monitoring

For airport pickups, Prestige Rentals monitors commercial flight schedules where flight numbers are supplied in advance.

15.2 Airport Waiting Limits

Complimentary waiting time for airport collections includes up to 30 minutes for domestic flights and 60 minutes for international flights from the actual flight arrival time. Delays beyond these windows are billed as additional waiting time.

16 MULTI-DAY BOOKINGS & DISPATCH PROTOCOLS

16.1 Daily Hour Allocations

Daily hour allocations (e.g., 10 hours per day) provide a daily service maximum. Unused hours do not roll over to subsequent days and are non-refundable. Daily hourly packages represent active service availability rather than continuous 24-hour physical driver standby.

16.2 Advance Dispatch Notice

To ensure punctual service, daily pickup times must be confirmed in writing via the official booking chat or email at least **12 hours in advance** (or by 8:00 PM the prior evening). Requests made with short notice are subject to driver staging and traffic conditions.

16.3 Communication Channels

All scheduling requests must be made directly through official Prestige Rentals management channels (email or group messaging). Chauffeurs are focused on safe driving and are not authorized to accept or alter schedule arrangements verbally.

17 CLIENT RESPONSIBILITIES

17.1 Accurate Booking Information

The Client is responsible for providing accurate address details, contact phone numbers, flight numbers, and time schedules.

17.2 Passenger Oversight

The Client is responsible for the conduct of all passengers in their party and must ensure compliance with all vehicle rules and legal mandates.

18 BEHAVIOUR

18.1 Respectful Conduct

Passengers must treat the chauffeur and vehicle with respect. Abusive, aggressive, threatening, or excessively intoxicated behavior will not be tolerated.

18.2 Immediate Service Termination

Prestige Rentals reserves the right to terminate service immediately without refund if any passenger engages in dangerous or abusive behavior that threatens driver safety or vehicle integrity.

19 DAMAGE

19.1 Liability for Property Damage

The Client is fully liable for any physical damage, upholstery tears, burn marks, interior staining, or equipment destruction caused by the Client or their guests.

19.2 Cleaning & Repair Charges

Excessive soilage or liquid spillages requiring specialist detailing will incur a minimum $500 sanitization fee. Structural or interior repairs will be billed at full cost to the Client's payment method on file.

20 SMOKING

20.1 Absolute Prohibition

Smoking, vaping, e-cigarettes, and shisha consumption are strictly prohibited inside all Prestige Rentals vehicles at all times.

20.2 Violation Penalty

A mandatory $1,000 deep-cleaning and deodorizing fee will be charged to the Client for any breach of this policy.

21 ALCOHOL

21.1 Pre-Approved Consumption

Alcohol consumption inside the vehicle is permitted only where pre-authorized by Prestige Rentals and in strict compliance with local liquor licensing regulations.

21.2 Intoxication Refusal

The chauffeur reserves the right to refuse transport to any individual who is excessively intoxicated or poses a physical hazard to the vehicle interior.

22 ILLEGAL ACTIVITIES

22.1 Zero Tolerance Policy

Illegal drug use, carriage of illicit substances, possession of weapons, or any unlawful acts inside or around the vehicle are strictly prohibited.

22.2 Law Enforcement Involvement

Any illegal activity will result in immediate termination of service, loss of all paid funds without refund, and immediate reporting to law enforcement authorities.

23 CANCELLATION POLICY

23.1 Strict No Cancellation Policy

Prestige Rentals enforces a strict **No Cancellation Policy**. Once a booking is paid or confirmed, cancellation requests will not be accepted.

23.2 Commercial & Operational Justification

This policy is enforced because Prestige Rentals commits high-value luxury assets exclusively to the Client, turning away other prospective commercial clients, paying non-refundable driver shift wages, and incurring custom vehicle preparation expenses upon confirmation.

24 RESCHEDULING POLICY

24.1 Discretionary Future Credit

If a Client requires a date reschedule due to extenuating circumstances, Prestige Rentals may, at its sole discretion and subject to fleet availability, issue a credit note for a future booking.

24.2 Reschedule Validity & Terms

Reschedule requests must be submitted in writing. Approved credit notes remain valid for 12 months from the date of issue and are non-transferable.

25 REFUND POLICY & DISPUTE RESOLUTION

25.1 Strict No Refund Policy

Prestige Rentals operates under a strict **No Refund Policy**. Payments received are non-refundable once a booking is locked in or service has commenced.

25.2 Service Continuation & Voluntary Departure

Choosing to arrange alternative transportation or end a booking early due to short-notice dispatch adjustments or schedule changes constitutes a voluntary decision by the Client and does not entitle the Client to a full or partial refund.

25.3 Payment Disputes & Records

In the event of a payment dispute or card chargeback, official communication records, group message logs, time-stamped schedules, and GPS vehicle telemetry will be used as official verification of services requested and rendered.

26 FORCE MAJEURE

26.1 Relief of Performance

Prestige Rentals shall not be held liable or deemed in breach of contract for failure or delay in fulfilling services when such failure arises from acts of God, extreme weather events, natural disasters, war, civil unrest, government restrictions, strikes, or major unannounced road closures beyond reasonable control.

27 LIABILITY

27.1 Cap on Monetary Liability

To the maximum extent permitted by Australian Consumer Law, the total monetary liability of Prestige Rentals for any claim arising from chauffeur services is capped at the total amount paid by the Client for the specific booking.

27.2 Exclusion of Consequential Loss

Prestige Rentals is not liable for indirect losses, missed travel connections, missed flights, missed events, or consequential damages resulting from operational delays.

27.3 Passenger Property

Prestige Rentals accepts no responsibility for lost, stolen, or damaged personal items left inside the vehicle during or after the service.

28 PHOTOGRAPHY

28.1 Promotional Media Usage

Prestige Rentals reserves the right to take photographs or video footage of vehicles during service for social media, marketing, and promotional purposes, ensuring passenger privacy is respected.

28.2 Opt-Out Provision

Clients who do not wish for vehicle media to be published must notify Prestige Rentals in writing prior to the commencement of the booking.

29 COMPLAINTS & RESOLUTION PROCEDURE

29.1 Written Escalation

Any service feedback or complaints should be submitted in writing to Prestige Rentals management within 48 hours of booking completion via official email (admin@prestige-rentals.com.au).

29.2 Resolved Issues

Where a service adjustment, bonus time, or promotional credit is offered by Prestige Rentals and accepted by the Client to resolve an operational issue during a booking, the matter is considered fully settled.

30 GOVERNING LAW

30.1 Jurisdiction & Governing Laws

Prestige Rentals operates nationwide across Australia. These Terms and Conditions are governed by, and construed in accordance with, the laws of the State of Victoria, Australia (or the applicable Australian State or Territory in which the specific chauffeur service is delivered), alongside applicable Commonwealth legislation, including the Australian Consumer Law (Schedule 2 of the *Competition and Consumer Act 2010* (Cth)).

30.2 Court Jurisdiction & Dispute Forum

The Client irrevocably submits to the non-exclusive jurisdiction of the courts and tribunals (including VCAT and state civil courts) of Victoria, Australia, or the relevant Australian State or Territory in which the service was provided, in respect of any legal proceedings, contractual disputes, or payment chargeback claims.

CONTACT

Prestige Rentals Pty Ltd ABN – 81 617 637 797
8 Waterside Place, Docklands VIC 3008

Phone 0414 000 111
Email info@prestige.rentals
Website www.prestige-rentals.com.au
Instagram www.instagram.com/prestige.rentals
Facebook www.facebook.com/prestige.rentals.australia