



Terms & Conditions for Chauffeur Services

1. Booking Deposit of RM100 is payable on all online bookings.
2. Rates shown are inclusive of toll fees, petrol, parking charges, maintenance and service of our chauffeurs.
3. The rates quoted above are excluding tipplings (at your own discretion), entrance fees, and extra hour, midnight surcharge and waiting hour.
4. Online booking must be made at least 24 hours prior to the date of ride/pick up time.
5. Confirmation of booking: A confirmation will be sent via email and is subject to driver and vehicle availability. Vehicle usage is as per specified above or agreed upon only. We reserve the right to provide a similar vehicle within the same class in the event the vehicle requested type is not available. In the vent of a change to a vehicle in a higher range which is not specified above, the variance of the rates will be charged to the hirer.
6. Midnight surcharge: A 50% surcharge will be levied on services between 0001hrs - 0600hrs.
7. For pick up at KLIA, SkyPark and KLIA 2, 1st hour of waiting is free from the arrival of flight time. Subsequent waiting hour will be charged on hourly at 50% of the quoted rate per hour (including excessive waiting time caused by lost luggage, flight delays that are not properly updated by the airline due to uncontrolled circumstances etc).
8. Booking Deposit is non-refundable. Full payment must be made prior to commencement of service.
9. Please schedule your pick-up time to KLIA and KLIA 2 - 3 ½hrs prior to your flight departure time.
10. Food, smoking and littering are not permitted in vehicle.
11. Cancellation Policy
 - i. Refunds or exchanges for unused services or features of any tour cannot be made unless agreed upon prior to departure.
 - ii. Cancellations are effective on the date written notice is received via Fax or e-mail in our office during normal business days, excluding weekends and holidays. In the event of cancellation made more than 48 hours prior to the date of reservation, charges will be refunded after deduct administration charges of 20% of the amount charged. Cancellation made less than 48 hours, full cancellation fee to be charged.

Remarks

1. Driver and tour guide accommodation within Malaysia (where applicable) to be provided and paid for by the hirer at surcharge of RM150.00 per room per night.
2. It is mandatory for tour coaches to have licensed tourist guide on board for bus hire.
3. The hours agreed with the Company for the operation of any hire must be strictly observed (other than in the case of serious emergency or diversion) so that current regulations governing driver's hours and rest periods can be complied with. The Company reserves the right to curtail or otherwise alter any hire that does not comply with the relevant regulations.