



TERMS AND CONDITIONS

Hawkins Transportation LLC endeavors to ensure our vehicle(s) arrive at the specified time and location as requested. However, we are not liable for delays due to circumstances beyond our control, such as mechanical failures, traffic conditions, accidents, or extreme weather. We do not accept responsibility for any consequential loss.

The Driver will choose the most appropriate route on the day, unless directed otherwise by the Client, which may involve additional charges as outlined in the Payment section.

Additional pick-ups or drop-offs not specified at booking may not be accommodated, though we will make efforts to meet such requests.

Waiting time, whether at the start or during a journey, is charged at our current standard rate of \$75 per hour, billed pro rata.

Our terms and conditions do not affect our Clients' statutory rights.

Non-airport Collections: Waiting charges apply after a 10-minute free period from the booked time, at our standard rate of \$75 per hour pro rata.

Wedding Car Hire: Rates and times are agreed at booking. Exceeding the agreed service end time incurs a charge of \$60 per hour pro rata. Additional charges will be billed after the wedding.

In the event of mechanical breakdown or accidental damage to a booked vehicle, we reserve the right to provide a replacement of equal standard. If the preferred ribbon color is unavailable, our default white ribbon will be used. Booking with us signifies acceptance of these terms.

Airport Collections: Prices include flight tracking, Meet & Greet, car park fees, and up to 45 minutes waiting time post disembarkation. Exceeding this time incurs a charge of \$75 per hour pro rata, including additional parking fees.

We reserve the right to refuse vehicle entry to anyone under the influence of alcohol/drugs or behaving in a manner threatening the safety of the driver, vehicle, or passengers. We also reserve the right to terminate a journey due to unreasonable or improper behavior by any passenger.

If a vehicle requires special cleaning due to passenger misuse, we reserve the right to charge cleaning costs to the responsible passenger/client, typically ranging from \$30 to \$500, depending on the severity.

Booking Confirmation: A booking form will be emailed for review and confirmation. Without a response, the booking will not be confirmed.

We reserve the right to change vehicles or chauffeurs/drivers. Our service use implies acceptance of these Terms & Conditions.

PAYMENT: Payments made by credit or debit card will appear as Hawkins Transportation LLC services' on statements. Car parking charges incurred for bookings are charged at cost, except where included in our Airport Meet & Greet fee.

A 100% deposit is required to confirm bookings. We accept bank transfers and card payments without surcharges.

Notify us via email or contact form once payment is made, using your surname as reference. Non-confirmation of payment may result in service cancellation.

Vehicle and driver details are provided 24-48 hours before booking. We recommend confirming arrangements prior to collection.

Waiting time is charged at \$75 per hour pro rata for our vehicles.

Variations to journeys involving extra time or distance may incur additional charges.

CANCELLATION POLICY:

- Less than 24 hours before collection: 100% of the full price charged.
- More than 24 hours before collection: No charge.

Wedding bookings cancelled within 1 month of hire date forfeit the deposit. Cancellations within 7 days of hire date incur full charges.

Failure to appear at the designated pickup point results in forfeiture of all payments. Driver contact is provided for day-of-travel changes.

Our cancellation policy reflects the exclusive reservation of vehicles for confirmed bookings.