



Booking Terms and Conditions

Your booking is accepted subject to the terms and conditions stated below. By confirming your booking, you accept that these terms and conditions will apply.

Website Sales

Customers can book their transfer online. The service is operated by the Royale Group using PayPal for secure customer payments. Your receipt can be displayed from your mobile device, or printed to present to your driver/chauffeur. If you choose to book a transfer by phone, you will incur a surcharge.

Child Restraints for Private Transfers

Children aged between newborn (0) to seven (7) years of age are required by law, to travel in either a capsule, baby seat or booster seat.

Refund Policy

A full refund will be granted with at least 24 hours notice; no refunds for flight delays.

Exclusions of Liability

We will take all reasonable steps to ensure you have a safe and enjoyable trip. We do not take responsibility for events that are beyond our control and accept no liability for passengers missing their flights, meetings or events. If a passenger is under the influence of alcohol or drugs, or believed to be physically or mentally incapable of travelling, they will not be permitted to use the transfer service. We are not liable for costs incurred as a result of a passenger precluded to travel.

Baggage, including any carry-on baggage and all personal items is the sole responsibility of the passenger. We will not be held liable or accept any responsibility in the event of theft or damage to passenger baggage.

Privacy

We recognise the importance of your right to privacy and will not provide a third party with any of your personal information. No trading or selling of any information to other organisations will occur. Your personal information will be treated as confidential.

The Terms & Conditions below are specific to each of the services provided:

Sydney Hotel Shuttle

Luggage Allowance: 1 check-in and 1 carry-on baggage per person; excess luggage fees may apply

Residential Addresses: Shuttle transfers to/from residential addresses are not offered; we reserve the right to cancel such bookings made by customers

Waiting Time: Allow 30-45 minutes for your shuttle bus to arrive; in the event of delays from previous pickups or flights, please remain at the pickup location and your driver will return to collect you

Private Transfers – Sydney & Canberra

Transfer Type: Your booking is valid for airport transfers only and not valid for weddings or school formals

Luggage Allowance: As specified for your vehicle

Waiting Time: 30 minutes of waiting time is allowed from flight arrival for domestic flights and 60 minutes for international flights; extra time charges apply thereafter

Vehicle Change: Every effort is made to provide the vehicle you booked, however the next best vehicle will be used in the event of a mechanical breakdown or other exceptional circumstance e.g. delay on previous job