

The client confirms the agreement of, their information being used for the immediate, direct and indirect purposes of booking with Demand a Driver Services and its affiliates. Demand A Driver Services will ensure our privacy policy guidelines are followed.

All bookings are confirmed when a booking operator confirms the availability of a DADSS driver from whom you will then receive a confirmation SMS/text message, with the DADSS Driver name and contact phone number.

All payments are prepaid and online, through DADSS secure PayPal payment system, under no circumstances will payments for DADSS bookings be accepted in cash. Tipping the driver is at your discretion and will in no way alter the amount paid for the booking.

Should a DADSS driver arrive within 15 minutes of the pickup address and customer changes their pickup time to more than 60 minutes later – a fee of \$50 is applied, if an alternative DADSS driver cannot be sought for their new pickup time, then our wait time rates will apply.

If a DADSS driver arrives at the pickup address, and cannot contact the client, the driver will wait for 15 minutes during which time, the DADSS driver will continually attempt to contact the client for the duration of the 15 minutes, before cancelling the booking. At which time a cancellation fee of the full booking fare will apply.

Any cancellation during normal booking times within 3 hours of the booking time will be charged the full fare. On New Years Eve and Christmas Day – 24 hours notice will be required or full fee is payable.

Should you wish to make address changes to a confirmed booking, the new booking will be subject to a new quotation as the fare may change.

Should you need to change, cancel or alter a confirmed booking, DADSS will require notification via SMS/text message at least 3 hours prior to the confirmed booking/pick up time. A cancellation fee may be applied if the change is within the 3 hours, prior to the confirmed pick up/booking time. Any changes to the booking time will be subject to availability of a DADSS Driver. Any adjustments that require additional charges of the original confirmed booking, will be charged at the conclusion of the driver service.

Out of Area Rates are charged at normal calculated rates plus a \$100 fee where the driver is required to drive further than 1.5 hours.

Additional fees apply for driver wait times longer than 5 mins.

Additional fees apply for stops that take longer than 5 minutes.

All wait times longer than 5 mins will be charged at \$60 per hour.

A peak time surcharge of 20% will be charged for the following times.

7:25am – 9:30am and 4:25pm – 6:00pm, Monday to Friday. All bookings with a pickup time between these hours will incur the surcharge.

A high demand surcharge of 50% will be charged for the following days

Christmas Day 25th December

New Years Day 1st January

A high demand surcharge of 10% will be charged for the following days

Boxing Day 26th December

Australia Day 26th January

Good Friday date as per calendar

Anzac Day 25th April

Melbourne Cup Day 1st Tuesday in November

The above surcharge will be charged will be charged at the same time as the fare is charged.

Client confirms the vehicle being transported is currently registered and comprehensively insured. It is also the Client's responsibility to check their insurance policy includes additional drivers over 25.

Client confirms the vehicle is road worthy and contains enough fuel to complete the journey.

Client confirms their booking details have been checked carefully and are accurate.

The client confirms the agreement of, their credit card being charged immediately, retained on file for future use and if applicable, on completion of the journey for any additional charges in accordance with these guidelines.

Client agrees to take full responsibility for the vehicle in the event of an accident caused by a third party. These claims should be made on the insurance applicable to the vehicle. In the unlikely event that an accident is the fault of our driver, our driver will only cover the insurance excess to a maximum of \$1000. If the customers vehicle is not comprehensively insured, no liability is accepted.

All credit card refunds incur a \$5 processing fee or the option to save the fee for a future booking is available at no extra cost.

Whilst unforeseen delays do occur from time to time, our driver will always get to you and make every effort to communicate these delays.

DADSS Drivers reserves the right to use an associated company should a DADSS Driver be unavailable. Client understands additional charges may apply.

DADSS Drivers reserves the right to refuse or cancel a service for any reason.

Our drivers are bound by the laws governing road rules. Any infringements such as speeding or traffic violations will be the personal liability of you designated DADSS drivers, whilst in your vehicle.

These terms and conditions are subject to change, without notice.