

InVogue Limousines Policies

By placing a reservation with InVogue Limousines you acknowledge that you have read, understood and agree to the following terms and conditions and authorise InVogue Limousines to charge the full amount to your credit card according to the details and parameters provided by you on our website in the booking section.

Privacy Policy

InVogue Limousines will not sell, rent or distribute your personal and/or financial information to any external parties. We reserve the right to use the information supplied to provide requested services and collect payment for services rendered in accordance with our rates, terms and conditions.

Airport arrival waiting time

The \$10 parking fee that applies for domestic arrivals includes 30 minutes waiting time starting from landing time. The driver will drive in 10 minutes after landing time. In case you are travelling with carryon luggage only and have no checked in luggage please use the “notes to the driver” section on our booking page. In that case the driver will be advised to drive in as soon as the plane lands. If the client doesn’t show up 30 minutes after landing time and communications with the client cannot be established, the booking is considered “cancel and charge” and the full amount will be charged to the client.

The \$25 parking fee that applies for international arrivals includes 1 hour and 25 minutes waiting time starting from landing time. The driver will drive in 25 minutes after landing time. In case you are travelling business or first class please use the “notes to the driver” section on our booking page to advise us. In that case the driver will be advised to drive in 15 minutes after landing time. If the client doesn’t show up 1 hour and 25 minutes after landing time and communication with the client cannot be established, the booking is considered “cancel and charge” and the full amount will be charged to the client.

Monitoring of flight arrival times

InVogue Limousines monitors all flight arrival times. It is the client’s responsibility to provide the correct flight number and keep us updated in case the flight numbers change. In the unfortunate circumstance that your flight is delayed beyond 2 hours, the driver will wait for you upon your arrival at no extra charge. Please note that once the aircraft has landed, the airport arrival waiting time condition applies.

Luggage

Please refer to our website for information on the specific vehicle’s people and luggage capacity before you make a booking. A large suitcase is considered a suitcase with dimensions of approximately 50cm x 70cm and a small suitcase is approximately 30cm x 50cm. It is the client’s responsibility to provide exact information about their luggage and to inform InVogue Limousines prior to the scheduled pick up time if that information changes. InVogue Limousines will assign vehicles to bookings according to the information provided by the client on the booking page. It is the client’s responsibility to make sure that all of the luggage can fit in the boot space assigned for luggage. No luggage can be placed inside the car for safety purposes. This restriction is governed by traffic laws in Victoria.

Point to point transfers

InVogue Limousines provides up to 15 minutes of complimentary waiting time for non-airport related transfers. After 15 minutes InVogue Limousines will try to establish communication with the client using the contact number provided by the client on our booking page. If no communication can be established and the client doesn't show up, the booking is considered "cancel and charge" and the full amount will be credited to the client. If communication with the client can be established and the driver is instructed to wait longer then additional waiting time applies and will be charged at \$15 for every 10 minutes.

Cancellation Policy

InVogue Limousines requires that cancellations are received by telephone at least 24 hours prior to the scheduled pick up time. Cars and drivers are allocated to bookings one day in advance and therefore no amendments can be made on the day. Bookings that are cancelled on time will incur a cancellation fee of 30% of the value of the total booking fee. The remaining 70% will be refunded to the client. Otherwise the booking will be considered a "cancel and charge" and the full amount will be charged to the client.

Change Policy

InVogue Limousines will do what it can to accommodate for any change in circumstances. If flights are significantly delayed or clients are arriving on a flight other than the one specified by the client when the booking was made, it is expected that the client informs InVogue Limousines on time. For general pick-ups and transfers if sufficient time is given, all will be done to accommodate for the desired changes, however InVogue Limousines does not guarantee and take responsibility if those requests cannot be met. Changes that have not been foreseen and occur last minute such as additional waiting time or additional drop offs which have not been included in website quote will need to be paid cash to the driver on the day.

Rates

InVogue Limousines rates include Road tolls, Airport fees, GST, Credit card surcharges and all other surcharges based on the parameters on our booking page. Quoted prices are based on luxury sedan rates and do not include specific vehicle request surcharges, excessive people or luggage request surcharges, airport parking, additional waiting time, public holiday surcharges such as New Year's Eve, major events such as Grand Prix and Spring Racing Carnival as well as weddings and as directed transfers.

Payment Methods

InVogue Limousines accepts Visa, Mastercard, American Express. Additionally, cash and Cabcharge payments can be made directly to the driver. For cash and Cabcharge payments we will still require the client to provide credit card details over the phone in order to confirm the booking. The credit card will only be charged if the client does not show up.

Business partner services policy

InVogue Limousines uses, at its own discretion, business partners to provide transportation services for our clients.

Lost or damaged items

InVogue Limousines and its business partners are not responsible if items that are left

in the vehicle are lost or damaged. We reserve the right to charge a delivery fee for return of lost items if they are found.

Uncontrollable Acts

InVogue Limousines and its business partners are not responsible for circumstances that are beyond our control. These include, but are not limited to: traffic congestion, road closures, accidents, flight delays, weather delays.

Vehicle damage/cleaning

The party paying for the reservation is responsible for all damage and/or cleaning charges incurred by the passengers, including, but not limited to: vomit/sickness (\$100 cleaning fee), leather seats damage (\$250-\$500 repair/replacement) and damage to car door by opening into another vehicle or stationary object (\$500-\$1,000) etc.

Termination of Reservation

InVogue Limousines reserves the right to immediately cancel any reservation without refund if the driver feels that the passenger/s is/are placing the driver, passengers or vehicle in danger.

If the passenger/s is/are in the possession of any illegal material and/or substance, the service will be cancelled without refund. This is without exception.

Alcohol and other Substances

Eating, smoking and drinking in the vehicle is prohibited. Passengers cannot consume alcohol in the vehicle because it is against the law. Chauffeur driven limousines businesses do not have a liquor licence and are not allowed to serve or allow passengers to consume alcohol. The same goes for any other illegal substances.