



# RideWithAddikted Terms and Conditions

These Terms and Conditions apply to the service(s) provided by Boyer Entertainment T/A Ride with Addikted & El Presidente Coach (ABN 59 655 037 764). By accepting a quote from us or booking our service, you agree to comply with and be bound by all of the following Terms and Conditions.



[www.ridewithaddikted.com.au](http://www.ridewithaddikted.com.au)



## **Liability**

Boyer Entertainment PTY LTD has no liability for any loss or damage occasioned by the negligence, act or omission of any supplier or other third party. In circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. Boyer Entertainment PTY LTD is not liable for circumstances beyond its control including but not limited to weather, road conditions and breakdowns.

## **Quotes and Rates**

Various pricing structures apply to bookings of services through Boyer Entertainment PTY LTD. Please contact Ride with Addikted for all rates outside of your quote as these are dependent on the preferences for hire. Please note that quotes and rates include GST, Tolls and all prices are given in AUD (Australian Dollars). Quotes which are not accepted within 7 days will lapse and will need to be revised upon request.

## **Hourly Rates:**

A minimum booking time of 1 hour is required for all bookings. Additional time is charged at 25% of the applicable hourly rate for each 15 min or part thereof. If your booking runs over your scheduled time it is at our team's discretion to determine the reason for this and if because of boarding delays, additional stops you may be required to pay additional fees.

## **Deposit**

A booking deposit is required to secure a date and time with RideWithAddikted or El Presidente Coach. This deposit is non refundable and will come off the total cost of the booking. Final payment is required a minimum 14 days prior to the booking date and we accept bank transfer or card payments.

Bookings will be confirmed by sms and/or email upon completion of the booking deposit. Please ensure that the details in the confirmation you receive are correct and notify us immediately if there are any errors or omissions. Boyer Entertainment PTY LTD and any staff of associated businesses RidewithAddikted or El Presidente Coach will not be held responsible for any loss due to incorrect information being provided or insufficient travel time being allocated for the journey.

## **Amendments**

After confirmation, any amendments to your booking including pick up and/or drop off times and/or locations can only be accepted subject to availability and will not be guaranteed with less than 14 days notice prior to your scheduled ride. Boyer Entertainment PTY LTD reserves the right to charge an amendment fee for any changes within 14 days, in addition to any other applicable charges in relation to the amendment.

**More than 14 days before booking time:** Boyer Entertainment PTY LTD will attempt to accommodate the change. If Boyer Entertainment PTY LTD cannot reallocate that booking then Boyer Entertainment PTY LTD reserves the right to refuse and cancel the amended booking and cancellation fees in accordance with the Cancellation Policy outlined below will apply.

## **Cancellation Policy**

We understand that your travel plans may change, or you need to cancel a booking for reasons beyond your control.

**Less than 14 days notice:** If you need to cancel your booking entirely, Boyer Entertainment PTY LTD reserves the right to withhold your deposit and you may be required to pay the full outstanding balance. For any date transfers, you may be required to pay the full remaining balance and/or a new deposit will be required for the new date/time.

**More than 14 days notice:** Where possible we will endeavor to reschedule your booking and follow across your paid deposit or apply a credit to your name valid for 12 months.

## **Liability Waiver**

All patrons boarding either RidewithAddikted or El Presidente Coaches must sign a Liability Waiver prior to boarding. These are sent to the event leader a minimum 48 hours prior to the booking, unless requested earlier. All patrons will be required to show a screenshot of the completed waiver to their host as they board the bus, if no liability waiver is completed, the patron/s will not be able to board the bus.

## **Courtesy Waiting Time and Charges**

Please have your provided contact number available to receive voice and SMS messages from RidewithAddikted or El Presidente Coaches host at the designated pick-up time. We are able to wait for a maximum of 15 minutes, after which, the booking will be classified as a 'no show' and Boyer Entertainment PTY LTD will release the vehicle and driver/host from the relevant booking.

### **No-Show Policy**

For all bookings, a full 100% cancellation fee will be charged in the event of a "no show".

### **Unforeseen Circumstances**

RideWithAddikted cannot assume responsibility for any unforeseen circumstances beyond our control such as traffic, road and weather conditions, driver illness, vehicle breakdown, mechanical issues etc. Should there be a vehicle breakdown or mishap rendering the reserved vehicle out of commission, we reserve the right to substitute the vehicle/s. We will make every effort to supply a similar vehicle or offer you a refund. Whichever choice you make at this time will be final and no further requests to changes will be warranted.

### **Late Pick-Up Policy**

We strive to ensure your booked ride duration is fully met. In the rare event of a late pick-up due to unforeseen circumstances, we will make all reasonable efforts to recover lost time and deliver the full experience as booked.

**Resolving Delays:** Our host will communicate any delays promptly and work with you to find a solution. This may include adjusting the itinerary or extending the ride if feasible within operational limitations.

**Unagreeable Delays & Boarding:** If a mutually agreeable solution cannot be reached and the adjusted schedule still falls short of your booked duration, you may still choose to board the bus for the remaining time. However, under these circumstances, no refunds or compensation will be provided for the shortened duration.

**We encourage open communication to address any delays and ensure a positive experience for everyone.**

### **Mechanical/Electrical Function Limitations**

**Our Commitment:** We strive to maintain our party buses in top condition to provide the best possible experience. However, unforeseen mechanical or electrical malfunctions can occasionally occur.

**Pre-Booking Notification:** In the event of any known electrical or functional issues with the bus impacting features like air conditioning, sound system, or lighting, we will make a reasonable effort to notify you before your booking commences. If you are notified of such limitations beforehand, you will have the option to:

- Reschedule: We will work with you to find a suitable alternative date for your booking with a fully functional bus.
- Proceed with Booking: If you choose to proceed with your booking despite the limitations, you understand and waive your right to any refunds or compensation for a reduced service.

**Examples of Limitations:**

- Non-functioning air conditioning
- Malfunctioning sound system
- Damaged lighting or other features caused by previous bookings and not repaired due to time constraints.

**Safety Concerns:**

If a malfunction poses a safety concern, we reserve the right to cancel your booking. Our team will contact you immediately to discuss alternative solutions or rebooking options.

**We value your satisfaction and will do our best to communicate any limitations promptly and transparently. If you have any questions or concerns, please don't hesitate to contact us.**

**Damage to Vehicle by your booking:**

Passengers are responsible for any damage or soiling they cause to the interior and or exterior of the hired vehicle whilst on hire to them, and will be charged accordingly for any cleaning time, repairs and detailing required to restore the vehicle to its condition at the commencement of the hiring.

The Customer authorizes Boyer Entertainment PTY LTD to add \$500 to the cost of the booking for any incident in the vehicle caused by customer or customer's group which results in the vehicle requiring extensive cleaning, together with all other fees and charges incidental to returning the vehicle to its normal operating condition and the cost of any bookings lost due to the customer's actions or those of other passengers. In such circumstances, the customer will be notified before Boyer Entertainment PTY LTD charges the customer's credit card.



The customer also agrees to pay for any damage or loss caused, or costs incurred, of whatsoever nature to or in relation to vehicles by customer or customer's group during the provision of Service, including burned or slashed seats, stains, breakages, technical or mechanical failure to the equipment inside the vehicle, missing items, or any vehicle body damage.

### **Lost Property**

Boyer Entertainment PTY LTD assumes no responsibility for lost or damaged baggage, personal belongings or items left in the vehicle. Boyer Entertainment PTY LTD will use reasonable endeavors to return lost property left in vehicles to customers. If the driver is requested to deliver an item found after a trip, Boyer Entertainment PTY LTD will contact the customer to arrange delivery to an agreed location. Applicable trip charges will apply for all such deliveries.

### **Termination of Reservation**

Boyer Entertainment PTY LTD reserves the right to immediately cancel any reservation without refund if the team believes that the passenger/s is/are placing the Chauffeur, passengers or anyone involved in the booking 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.

### **Privacy**

Boyer Entertainment PTY LTD is committed to protecting your privacy. We will not sell or disclose any information that identifies you to a third party without your prior approval. We may use the information we collect to periodically notify you about new services or special offers we think you'll find valuable. If you would rather not receive this information, you may send an email to [bookings@ridewithaddikted.com](mailto:bookings@ridewithaddikted.com) 'unsubscribe' as the subject line. Boyer Entertainment PTY LTD does not sell, trade or rent your personal information to others.

### **Amendments to Terms and Conditions**

Boyer Entertainment PTY LTD reserves the right to amend our Terms and Conditions. Amended terms and conditions will appear on our website as they are made. Contact us on 0435 073 715 for all your enquiries.