

Terms and conditions.

By placing a booking with On Line Marketing (Australia) Pty Ltd, the Customer or the Hirer acknowledges that they have read, understood and agree to accept the Terms and Conditions as detailed below.

In the following terms and conditions, 'the Company' refers to On Line Marketing (Australia) Pty Ltd, its subsidiaries, brands or identities under which the company may trade, 'the Customer' and/or 'the Hirer' refers to the person and/or organization making the booking and 'the Driver' refers to the driver or drivers of the coach, the coach operator or supplier of the vehicle.

The Company provides a transport booking and management service, working closely with operators licensed by the appropriate licensing authority in the relevant jurisdiction or State. The Company manages the booking process, allocation of bookings to service operators, and the overall quality of the service provided to customers. Service operators are responsible for providing vehicles and drivers fully compliant with the terms of their operating license and with the Company's service quality standards.

1. Application

These Standard Terms and Conditions shall apply whether the agreement is verbal or written and shall enter into force immediately upon the Company accepting a booking via the Company's Transporters system. The Hirer shall at all times remain solely responsible for the acts and/or omissions of the passengers permitted to travel by Hirer (whether directly or indirectly) and therefore any additional costs incurred by the Company during the performance of the contract shall be borne by the Hirer irrespective of whether the Hirer travels.

2. Pricing and Quotations

All prices are valid for a period of 7 days from the date of issue, subject to vehicle availability and can be withdrawn or varied without notice. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors include adverse currency fluctuations, fuel surcharges, taxes and other relevant cost increases. Please contact your consultant for up-to-date prices.

Amendments to your original quote (or subsequent booking) such as a change of vehicle size, extra kilometers, extra drop-offs or pick-ups may require us to provide you with a revised quotation. Additional costs such as (but not limited to) the provision of trailers, child restraints, tolls, airport parking fees etc. may also affect your quote.

Where an obvious error has occurred with the quoted/accepted price, we reserve the right to advise the customer of the error and provide an amended price for the journey and void the booking confirmed or accepted.

3. Payment

All monies must be paid in full 7 days prior to the performance of the booking unless expressly agreed by the Company in writing. If any outstanding monies are due, the company reserves the right to collect the monies due from the original credit/debit card used by or for the hirer at any time. The Hirer also agrees that no chargeback will be raised to any credit/debit card issuing company with regards to the booking payment.

In the event that the deposit is not paid on time or balance is not paid by the due date (normally 7 days before travel unless expressly agreed in writing) the Company reserves the right to cancel the booking and any monies paid will be forfeited and the full balance will be due.

If payment has not been received within the agreed timescales then the Company can no longer guarantee the quoted price and may be required to revise its quotation.

All bookings made using credit or debit cards will incur a processing fee, unless otherwise agreed by the company in writing.

In the event that a refund is due, please provide us with your BSB, account number and full account name to avoid further financial institution processing fees. We will only refund (a maximum) of the booking value.

4. Invoices

Where the Company has agreed to a credit arrangement or account facility with the customer, invoices will be issued in accordance with the agreed arrangements and may include additional charges for credit and payment charges. All invoices are to be paid within seven days from the date of the invoice unless otherwise agreed in writing.

Any queries relating to Company invoices must be raised in writing by the Customer within 7 days from the date of the invoice. If no query is raised by the Customer within this period it will be deemed as having been accepted in full. All overdue accounts will be subject to interest at 3% above the prevailing Reserve Bank of Australia base rate and accrued monthly.

5. Booking Confirmations and Amendments

It is the responsibility of the Customer to check the Booking Confirmation, once received, for its accuracy and completeness, any discrepancies found in the Booking Confirmation should be communicated to the Company as a matter of urgency

If a Customer requires amendment to a Booking, the amendment will only be considered as implemented when the Customer has it confirmed in writing and the Company has acknowledged said amendment with a new Booking Confirmation. If an updated Booking Confirmation has not been received by the Customer with the updated details the Customer will be subject to the terms of the original Booking Confirmation. No amendment can be agreed with the Driver and the Driver does not have the authority to bind the Company in any manner whatsoever.

It is the Customer's responsibility to ensure that all trip details are complete and correct and at no time should verbal amendments be considered as confirmation of a change to an existing booking. The Company cannot be held responsible for any delays in arrival at a destination caused by traffic problems and/or adverse weather conditions and these factors should be taken into account by the Customer when requesting a collection time when making a booking. The Company shall have no liability to the Customer for failing to arrive at a destination on time and shall bear no liability for late arrival at performances or events and the Customer shall have no claim against the Company for any reimbursement to the cost of any tickets for any such performance or event.

Depending on the nature of the booking amendment, additional charges may be required.