



## Terms and Conditions

*Following terms and conditions applies with all of the booking. You accept that these terms and conditions will apply when confirming your booking.*

### *All Bookings*

- § *Shangri-La Limousines holds the right to accept the bookings subject to availability.*
- § *It is your responsibility to provide us with correct information of date, time and location of pick up and drop off.*
- § *There is always 15 minutes free window from the time booked. Above 15 minutes additional charge will be applied as 'waiting time' until proceeded.*
- § *Any changes for the booking must be notified 24 hours prior pick up time and will be subject to availability.*
- § *Shangri-La Limousines will not be responsible for any delays that will occur or has occurred by external factors during the travel time. (For example :due to the traffic, road closer, accident, nature disruption)*
- § *There will be 20% surcharge for all the bookings after 11 pm to 4 am (23:00 hours - 04:00 hours).*

### *Airport Transfers*

- § *With Shangri-La, you are expected to meet with our chauffeur at the designated chauffeurs bay at the local airport terminal.*
- § *Failure to show up after 30 min (domestic flight) and 60 min (international flight) from the time of flight land time shown on the local terminal board, we hold the right to withdraw our driver to embark for their next leave line of work.*
- Failure to show up after the landing of flight time shown on the board at the local terminal in 30 minutes for domestic arrival and 60 minutes for international arrival driver can leave the terminal unless extra time has not been pre agreed when making booking.*
- § *If any other extra stops are made during the travel time to your destination other then original booking, you will be responsible for the additional levy.*
- § *If there is no show up at the selected pick-up location or local airport, you will be imposed with full charges for the booking and any other fee that occurs.*
- § *Domestic and international arrival must provide us with correct date, time, and flight number to avoid full charges. We will not be responsible for any error occurred due to incorrect details and information given.*
- § *There will be extra parking charges if the wait exceeds 30 minutes in domestic and 60 minutes in International arrival. This does not include delays of flight.*

### *Wedding / Event and Tours*

- § *When booking with Shangri-La via mail or the web site. You take full responsibility for correct information to be provided to us including date, time, pick up location and drop off location.*
- § *Any changes must be notified 24 hours before and only accepted subject to availability.*
- § *We prefer 50% deposit of the total price / package on the day of booking. Deposits are non-refundable and non-transferable.*
- § *Remaining balance will be required to be paid in full, two days before the event.*
- § *If the agreed time exceeds during the event, you are responsible to pay full additional price for the extra time.*
- § *Any cancellations will incur fees/charges according to the cancellation protocol.*

## Vehicle Use

- § Our vehicle is provided to you for the transfer on selected date and time booked. You do not hold the rights to hold the vehicle in any circumstances.
- § Unless specified during the booking, Shangri-La Limousines only provides the standard vehicle of any model and any color available.
- § Food and Beverages will not be permitted to consume in any of our provided vehicle. Damage caused by ignorance will be your responsibility to pay in full to cover the cost.
- § Shangri-La Limousines has a smoke-free policy in all of its vehicles and smoking is not allowed in our vehicle at any time.
- § During use of our vehicle any damage occurred directly or irresponsibly use of our asset by you or your accompany will be your liability to pay the cost in full to recover the vehicle to the original standard at our approved place.

## Credit Card

- § Shangri-La Limousines has 5% of surcharge added to the total price/value in all the bookings paid via credit card as a standard.
- § It is your responsibility to be aware of your card provider charges. Shangri-La Limousines is not liable for any charges and interest issued by your card provider.

## Cancellation

- § No cancellation fee charged for general booking if notified 48 hours prior to pick up time and date.
- § All general booking cancelled on the same day charged in full (100%)
- § 50% of deposit for major events (wedding, tours) is non-refundable and non-transferable at any circumstances.
- § Shangri-La Limousines will charge you in full for all major bookings like wedding, special event and tours if cancelled a day before or 48 hours prior.

## Refund Policy

- § Any bookings that have been placed and have been paid for the third party are Non Refundable and Non Transferable.
- § For all general transfer booking, If the booking is cancelled less than 48 hrs (2 Days) from the date it has been booked will be charged in full and no refund will be made.
- § Shangri-La Limousines do not issue exchanges or refunds on any bookings. Shangri-La Limousines reserves all rights to retain any fees charged. Whether travel has commenced or not, these charges can be up to full amount (100%) of the total cost of the bookings.
- § Any cancellation on Special Event bookings, you the hirer agree to our Cancellation protocol for major events. That is major events or special event's 50% deposit, which are made, is not refundable or transferable under any circumstances. Shangri-La Limousines retains the right and will not reimburse any paid amount that is cancelled within 48 hours for all major and special event bookings. We reserve the right to charge you in full (100%) as per our cancellation protocol and all refunds are inadmissible.
- § All Refunds are subject to management consent and approval.
- § If refunds are made under mutual agreement, you the hirer agree that:
  - Refunds are credited to the original account, or the payment method you have initially opted for.
  - Shangri-La Limousines is not liable for any charges or interest incurred by your credit or debit card issuer.
  - Any administration cost or refund charges will be deducted from the total amount during the refund procedure.

