



Creative Tours and Events Private Charter Hire & Group Bookings Terms & Conditions

Booking Confirmation Information

It is the responsibility of the customer to read through all the information on the Booking Confirmation and to check that all the details are correct.

To confirm a booking Creative Tours and Events (CTE) requires the requested \$300 non-refundable deposit amount. Once the deposit has been received CTE will issue a booking confirmation. At this time customers are subject to the following CTE Hire terms & conditions.

Amendments

Any amendments to your booking after confirmation can only be accepted subject to availability. CTE reserves the right to charge an amendment fee for any such event. The deposit is non-refundable but can be used as credit towards a change of booking subject to availability.

Cancellations

If you need to cancel your tour for any reason, please contact us as soon as possible. Our cancellation and refund policy is as follows: If you cancel your booking: between 0 (day of tour) and 14 days before the tour – no refund, between 15 and 30 days before the tour – 50% of the tour price paid per person, more than 30 days before the tour – 100% of the tour price (less non-refundable booking deposit).

Please note the \$300 deposit is non-refundable.

CTE reserves the right to change or cancel any bookings. If we cancel a tour, we will endeavour to do one of the following: Re-book you for another date or tour (subject to availability), transfer your booking to another person, and as a last resort refund your payment.

COVID POLICY: If the Queensland Government forces our business to close and stops our tours from proceeding, then we will offer a full refund less the non-refundable booking fee. This booking fee will be issued as a credit and is transferrable to alternative booking. If however you choose to cancel your booking while we can operate tours you will be subject to the standard cancellation policy.

Credit Card Charges

In the event of credit card payments, CTE will charge an additional fee of 2% of the value of the booking. CTE regrets that we are unable to take payment via American Express.

Damage To Vehicle

If the vehicle is damaged or soiled as a result of passenger actions, a clean-up fee of a minimum of \$200 will be payable and/or the full cost of the damage will be charged to the person who made the booking.

Deposit and Final Payment

CTE requires a non-refundable \$300 deposit to confirm a reservation. The balance is payable in full no later than 2 weeks prior to the date of travel.

Extensions

Should your private event with CTE not run to schedule, and extra hours are required, CTE reserves the right to charge an extension fee, in addition to the cost of the extended charter service.

Food and Beverage

Food and beverage cannot be consumed on CTE transport without prior approval. Should you wish to consume food and beverage on a CTE vehicle, a premium will be included in the price to cover professional cleaning costs.

Seat Belts

Seat belts are compulsory, and CTE has the right to refuse travel if they are not worn.

Smoking

Smoking is not permitted on CTE transport.

Refusal of Travel/Termination of Charter

CTE has the right to terminate the charter or refuse travel to passengers who are:

- Displaying unacceptable behaviour
- Causing damage to the vehicle
- Overly intoxicated

Unforeseen Circumstances

CTE will always endeavour to get customers to their destinations on time, however, are not liable for delays subject to unforeseen circumstances, for example heavy road traffic or extreme weather conditions.

Our itinerary is subject to change based on venue bookings, closures, events or last-minute decisions. Whilst these changes are rare, we do reserve the right to make them, but will also ensure you receive the same inclusions.

Vehicles Used

CTE works closely with other high-quality charter services. From time to time the vehicle provided will be that of another company. Should this be the case with your booking please rest assured that all the vehicles we use meet our high safety and respectability standards.