

# The Tuscan Shuttle

## Terms & Conditions

### Terms of Service

The Tuscan Shuttle will try in all instances to undertake and complete the request that has been given to us, but it is necessary, with our experience, to have certain terms and conditions, applying in certain situations.

### Bookings & Cancellations:

1. We will log your information, quote your exact fare and schedule a pickup or drop off time.
2. Our booking system ensures that no matter how long in advance your booking is made, we have it on our schedule and will meet your requirement.
3. Bookings are subject to availability. Call or e-mail us as soon as you've made your flight arrangements to avoid disappointment.
4. Bookings will be confirmed via e-mail or telephonically by a member within one (1) business day.
5. Our booking hours are: Mon-Fri 06h00 AM to 21h00 PM Central Africa Time (GMT+2) Saturday and Sunday 07h00 AM to 17h00 PM.
6. Any booking taken and confirmed by us will be undertaken.
7. Please contact us if your flight plans change (24 hours notification required).
8. Allow check in of at least 2 hours on domestic flights and 3 hours on international flights prior to departure time. These times allow for one hour travel time from Little Tuscan to both OR THAMBO and LANSERIA International Airports only.
9. Cancellations must be verified and confirmed with a Tuscan Shuttle booking member either in writing via e-mail or telephonically. Bookings will remain valid and subject to all applicable charges and terms of service until you receive an e-mail or telephonic confirmation from a Tuscan Shuttle booking member stating otherwise.
10. Full fare will be charged on all reservations not cancelled at least 4 (four) hours in advance.
11. There will be no cancellation fees on bookings cancelled up to 4 (four) hours prior to pick up time subject to Tuscan Shuttle's discretion.
12. Full fare will be charged in the event of a cancellation of booking, 4 hours prior to booking time.
13. If a flight is delayed, we will endeavor to monitor the situation and meet it at the new arrival time, subject to the information provided by the Airport
14. Company of South Africa (ACSA) flight information system. However, should your flight be delayed by a couple of hours due to reasons including but not

15. Limited to weather, airport closures, mechanical faults, technical problems or airport strikes, please try and contact us to advise the new arrival time.
16. Should you be delayed inside the airport terminal such as Customs or luggage issues - if possible, please find a way to contact our booking office or the driver waiting for you in the arrival hall to inform us of the situation and ensure the driver continues to wait for you.
17. If no ACSA flight information is available indicating a delayed or early arrival status, 60 minutes before a flight is scheduled to arrive, we will assume the flight will arrive on time.
18. If the flight status change to "diverted" or "indefinitely delayed" after a driver has been dispatched, we will wait one hour at the airport for a status update. If the status remains unchanged, we end the shuttle with original quoted shuttle costs to your account and schedule a second shuttle to collect you at the updated arrival time if this information is available to us, with the second shuttle charged at the same rate as your original quote also to your account.
19. Waiting time will be charged at R100 per hour or part thereof on the following:
  - 60 minutes after international flight arrivals
  - 30 minutes after domestic flight arrivals
  - 30 minutes after scheduled shuttle departure for any other shuttles unless quoted otherwise or requested by you in which case we will charge R100 per hour for waiting.
20. It is your responsibility to contact a Tuscany Shuttle representative if you cannot locate your driver at the airport or at the scheduled time from your departure address. If you make alternate transport arrangements without contacting a Tuscany Shuttle representative, you will remain liable for all quote fares. Contact number ( 011 ) 706-8206
21. Baggage - advise us if you require more space for baggage than what a normal economy class passenger vehicle offers. If necessary, your shuttle can be upgraded with a trailer, Please note that we do not store or transport any baggage that is not attended by its owner.
22. Transfers with multiple pick-up or drop-off points will have a surcharge of R50.00 per address or according to Tuscany Shuttle's discretion. Contact us for an exact quote.
23. All Toll Fees and fuel included.
24. No entrance fees are included.
25. Transfers before 05h00 AM and after 21h00 will carry an additional surcharge of R65.00
26. There are no other surcharges or hidden costs such as meet and greet charges.
27. Prices subject to your final itinerary
28. Prices subject to substantive increases without prior notice.
29. Payment must be made to Little Tuscany Boutique hotel ONLY.
30. Payment method to be arranged and finalized when booking.
31. Non-payments or late payments without prior arrangement will be subject to 15.5% interest.
32. Smoking & the use of alcoholic beverages will not be allowed on our shuttles.

Should you require any special needs (eg: baby chair ,wheel chair etc ) when being picked up or dropped off please make sure to make prior arrangements when booking.

These Terms of Service are subject change without prior notice.