

Use of Zero Drivers – designated & private driver service is subject to and conditional on the following terms, conditions and mutual obligations being accepted.

Please be aware that we give priority to those customers who have pre-booked, however drivers are often available with as little as 30 minutes notice.

Planning and booking ahead is the best way to ensure your ideal pickup time

At the time of booking and wherever possible to assist with scheduling – please provide the destination address and notice of any detours or stop-offs en route, as well as any details such as exactly where your vehicle is parked or relevant access details if they apply:- such as security gate codes or special car park access instructions.

On approach to the pickup point, your driver will call or sms that they are approaching and unless otherwise agreed they will not attempt to locate you by entering premises or property and will meet you at your vehicle.

If no response or acknowledgement is received within 10 minutes of the scheduled pick up time the booking will be deemed to have been cancelled - A cancellation fee of \$40 (equivalent to the minimum call out charge) may be applied and the driver may be dispatched to another job.

Should you wish to extend the standard 5 minute waiting period - please let your Zero Driver know immediately – provided their schedule permits they are most often happy to oblige - additional fees will apply. (Refer Cancellations/ Postponements below)

Cancellations / Postponements

Please advise us immediately of any change in plans or unforeseen delays- if required we will endeavour to assist by dispatching another driver at a time to suit you

Before midnight - A fee of \$40 may apply in the event of postponement or cancellation of a job once the driver has arrived to the pickup point or has already been dispatched i.e. 30 minutes prior to the scheduled pick up time.

After midnight - Charges equivalent to 50% of the estimated fee will apply in the event of a booking made for after midnight - that is subsequently cancelled after 11.30pm.

Vehicle compliance / Insurance

It is our inherent assumption that in requesting the services of and designating a Zero Driver through My Zero Driver Pty Ltd, to drive your vehicle, that your vehicle is compliant with the state government registration, roadworthy and insurance related legislation and carries at a minimum Third Party Insurance.

In the event of an incident occurring in which your sub-contracted Zero Driver is proven not to be at fault - no responsibility will be held by the Zero Driver or My Zero Driver Pty Ltd.

In the event that an incident should occur in which your sub-contracted driver is found to have been at fault, the subcontracted Zero Driver responsible may offer a goodwill payment equivalent to the 'excess', as noted on the vehicle owners insurance policy for the vehicle the Zero Driver was engaged to drive; and their liability under this clause is limited to \$750.

Accidents involving third parties, property damage or personal injury must be reported to the Police.

All incidents involving damage to vehicles or personal property must be reported immediately by the Zero Driver responsible or their Co-Driver to My Zero Driver Pty Ltd. It is suggested that parties involved take as many photos of the situation as possible at the scene – at the time, as well as take note of witness's names and phone numbers.

Customers are cordially requested to also report the incident directly to My Zero Driver Pty Ltd with 24 hours of the event. Contact can be made via email to accounts@zerodrivers.com.au or by calling 1300699376 and requesting a call back within 24 hours from the Director.

These procedures will assist with a speedy resolution in the unlikely event of an incident occurring.

Claims of a more serious nature or which may qualify for cover under our business insurance must immediately be referred direct to My Zero Driver Pty Ltd; we reserve the right to request 3 quotes for any repairs deemed necessary. No further liability for injury, loss or damage is implied or accepted by My Zero Driver Pty Ltd.

Privacy

The information we collect in regard to your use of the service is retained for the exclusive use of My Zero Driver Pty Ltd and its sub contracted Zero Drivers - in order to provide you with that service; and to refer to for future bookings in order to assist you with a speedier booking process.

Credit or charge card details entered via our website are securely stored on a third party server - namely Stripe- and our team do not have any access to these details, nor are they accessible in the unlikely event that security on or access to our website was compromised.

We are never going to sell your data - except in the event that the business was sold or transferred to another entity. In that case we would notify you via email -if we have that data -and publish the sale via other electronic & social media such as Facebook, LinkedIn and our website – allowing you the opportunity to contact the new entity and withdraw your data if you so desired.

Further reference is made to customer privacy under Our Code of Conduct

Our Code of Conduct

Our drivers are selected based on their customer service ethic, clean driving record, and deference.

A sense of humour also goes a long way!

All our drivers have to undergo a comprehensive driving history check, a criminal history check and a medical assessment before being granted a "Driver Authorisation" by Queensland Transport.

They are committed to providing you with a discreet and safe personal driving service.

We have a strict zero alcohol policy for personal drivers and their co-drivers.

Drivers are also cognisant of and respectful of the privacy of individual customers and are under covenant not to discuss the personal movements or any matter in relation to customers personal behaviour they may witness; this excludes any concerns or misgivings regarding the personal safety related to or lawfulness of activities witnessed which may be divulged to My ZeroDriver Pty Ltd management and /or the relevant authorities.

Your Code of Conduct

Whilst driving your vehicle - your Zero Driver is legally in charge of that vehicle and as such is responsible for the safety of you and any other passengers present, as well as that of other road users; please assist with any requests by him or her to ensure compliance with road rules and /or your safety and comfort.

All passengers are expected to comply with Queensland Department of Transport road rules and exercise common etiquette towards the Zero driving team.

- All passengers must wear a seatbelt
- Passengers are prohibited from extending any limbs or items outside of the vehicle
- No alcohol is to be consumed inside the vehicle
- Passengers should refrain from playing excessively loud music – this may be distracting for your driver and may void their liability in the event of an accident
- Children must be restrained in approved safety restraints for their age and weight
- Pets must be carried in the rear section of the vehicle
- Please refrain from using foul language or from physical contact with your driver
- Please do not request that drivers carry unsupervised minors – we will not escort minors without a parent or their designated guardian.

Should your Zero Driver or co-driver determine that either their safety or dignity has been, or is under threat of being compromised by the behaviour of a passenger/s - they reserve the right to decline a pick up or terminate a service once it has commenced - without recourse to them or My Zero Driver Pty Ltd

To maintain the integrity of the service and to ensure legal compliance, customers are respectfully asked to refrain from contacting drivers direct to request bookings or personal driving services from them.

We also ask that customers report any driver suggesting these arrangements to you - direct to us!

We are open every day till late!

Sun- Thur 2pm – 10.30pm Last pick up 11pm
Fri- Sat 12noon – 12midnight Last pick up 12.30am (Other times dependent on driver/ seasonal availability)

For forward bookings outside these hours please leave a detailed phone message or you can take advantage of our Book Your Driver form at www.zerodrivers.com.au

Rates

Personal Drivers are available for extended services at a cost of \$75.00 per hour, for a minimum 2 hour booking or for longer periods by agreement.

Minimum call out fee is \$40 and includes up to 5kms of travel and a maximum of 5 minutes of waiting time* / **
Rates after 5 km are based on a per km rate of between \$2.15 and \$2.30 and are published on our website
Additional fees of up to \$20 may be charged for services outside the Gold Coast metropolitan area.

*Waiting time is charged at \$1 per minute

** Please be aware that individual drivers may have other commitments and may not be able to accommodate extended waiting periods of more than 10 to 15 minutes. If you require an extended waiting period or reschedule a booking and another driver needs to be dispatched later, a cancellation fee may be incurred for the first booking.

Trip cost estimates are based on the shortest distance between suburbs – final fees are calculated on the actual kilometres travelled, plus any tolls or additional travel or waiting time incurred by the driver.

At the discretion of the driver-Waiting time rates or a fee of \$5 per stop may be applied to any detours or stop offs between the pickup address and destination point.

A fee equivalent to the minimum charge of \$40 applies to bookings which are cancelled within 30 minutes of the booked time (after the driver has been dispatched) or once the driver has arrived.

If you require in excess of 15 minutes waiting time or need to postpone the booking 'til much later; we will endeavour to assist by dispatching another driver at a time to suit you.

A surcharge of 25% applies to all trips in which the majority of travel takes place after midnight, and all day on Gazetted Public Holidays.

PLEASE NOTE: Christmas Day and New Years Eve bookings are taken subject to driver availability and fees may be up to double the standard rate

Payment

As part of the registration process you will be asked to note your preferred payment method and will be able to register up to three different credit or charge cards. So you can choose if you wish to charge to a work related card or for your personal use.

When booking – either direct from the website or over the phone – you will be asked to select your preferred method of payment for each separate booking.

A booking must be confirmed and payment can be made using Visa, MasterCard (a 2.9% service fee is applied by PayPal for this option) or American Express (4% service fee applied)

Full payment may also be made in cash at the conclusion of the trip

Please be aware that drivers do not carry mobile eftpos devices.

Regular customers may wish to avail themselves of our Corporate Account facilities – whereby a monthly summary of bookings is prepared and payment is expected within 7 days of invoice. Minimum spend threshold apply

Please contact us during business hours to set up an account: 1300 699 376

Gratuities or 'tips' are entirely at the discretion of customers and should not be negotiated to replace standard fees and charges as laid out above.