



Terms and Conditions

Kool Kombi & Bug Hire

Let us help make your day special more memorable.

About us

We are a Gold Coast family operated business which was established in September 2016. As at October 2017 we have 9 vehicles, to date we have successfully completed the over 500 services – weddings, formals, birthday parties, anniversaries, photo shoots, business promotions, hens night trips. All our vehicles are serviced and maintained by Kool Kombi & Bug Hire co-owner Craig Matthews, who is a Volkswagen enthusiast, working in the industry for the past 30 years. We are based at Upper Coomera, Gold Coast but travel to various destinations including Sunshine coast to northern NSW.

Our commitment to you

Kool Kombi & Bug Hire are committed to providing a safe, reliable and professional chauffeur service to assist in making your day more memorable. We pride ourselves on our excellent customer service skills and believe that we go above and beyond customer's expectations.

Your Feedback

We value your feedback on your experience with Kool Kombi & Bug Hire to provide feedback please visit our Facebook page or email:

bookings@koolkombibug.com

Use of the vehicles

You and any other passengers traveling in Kool Kombi & Bug hire vehicles must:

- § Treat vehicles and staff with respect;
- § Not smoke within the vehicle;
- § Not damage or disgrace the vehicles, the onus will be on the passenger to repair/clean;
- § Not be heavily intoxicated while traveling in vehicles, Kool Kombi & Bug hire staff may refuse entry to the vehicles should this occur.

Payment

Payment of your service must be received by Kool Kombi & Bug Hire a minimum of 14 days prior to event date. Should your funds not be received within this timeframe Kool Kombi & Bug Hire may cancel the service without notice.

Vehicle Availability Due to unforeseen circumstances if your desired/booked vehicle is not available Kool Kombi & Bug Hire will offer another vehicle of equal quality. If however, this vehicle is not suitable for your particular event, Kool Kombi & Bug Hire will provide a full refund for that specific vehicle.

Lost property

Should you feel that you have left personal items in any of Kool Kombi & Bug Hire vehicles please contact one of our friendly staff and they will be able to assist.

Cancellation Policy

If you cancel more than 30 days prior to your event date, you will receive a \$100 refund.

If you cancel less than 30 days before your event date, you will receive a \$50 refund.

All refunds are at the sole discretion of Kool Kombi & Bug Hire management.

If you fail to comply with such terms and conditions Kool Kombi & Bug Hire may refuse your access to the vehicles or discontinue our service.

Please feel free to contact us on bookings@koolkombibug.com

Phone: 0422 753 158

Kind regards Colleen and Craig

Kool Kombi Bug Hire