



Terms and Conditions

Kool Kombi & Bug Hire

Let us help make your day special more memorable.

ABOUT US

WE ARE A FAMILY OPERATED BUSINESS WHICH WAS ESTABLISHED IN SEPTEMBER 2016. WE CURRENTLY HAVE 6 VEHICLES IN OUR FLEET. TO DATE WE HAVE SUCCESSFULLY COMPLETED THE FOLLOWING SERVICES – WEDDINGS, FORMALS, BIRTHDAY PARTIES, ANNIVERSARIES, PHOTO SHOOTS, BUSINESS PROMOTIONS, HENS NIGHT TRIPS, TV AND MUSIC VIDEO PROMOTIONS AND CELEBRITY TRANSFERS.

ALL OUR VEHICLES ARE SERVICED AND MAINTAINED BY KOOL KOMBI & BUG HIRE CO-OWNER CRAIG MATTHEWS, WHO IS A VOLKSWAGEN MECHANIC. 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 TEAM ARE COMMITTED TO PROVIDING A SAFE, RELIABLE AND PROFESSIONAL CHAUFFER 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 TRAVELLING IN KOOL KOMBI & BUG HIRE VEHICLES MUST:

- TREAT VEHICLES AND STAFF WITH RESPECT;
- NOT SMOKE IN THE VEHICLE;
- NOT DAMAGE OR DISGRACE THE VEHICLES, THE ONUS WILL BE ON THE PASSENGER TO REPAIR/CLEAN;
- NOT BE INTOXICATED WHILE TRAVELLING IN VEHICLES, KOOL KOMBI & BUG HIRE STAFF MAY REFUSE ENTRY TO THE VEHICLES SHOULD THIS OCCUR.

PAYMENT

PAYMENT INFORMATION INCLUDING DUE DATES AND NON-REFUNDABLE BOOKING FEES ARE OUTLINED ON INDIVIDUAL INVOICES AND MAY DIFFER FROM CASE BY CASE. A NON-REFUNDABLE BOOKING FEE IS REQUIRED TO SECURE YOUR BOOKING AND THIS PAYMENT IS REQUIRED 14 DAYS FROM THE DATE THE INVOICE IS ISSUED. THE REMAINING AMOUNT OF YOUR PAYMENT IS REQUIRED A MINIMUM OF 30 DAYS PRIOR TO YOUR EVENT. IF YOUR FUNDS ARE NOT RECEIVED BY THE DUE DATE AND IF YOU HAVE NOT DISCUSSED YOUR INDIVIDUAL CIRCUMSTANCES WITH KOOL KOMBI & BUG HIRE TEAM, WE 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 ENDEAVOR TO 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

NON COVID RELATED CANCELLATIONS

IF YOU CANCEL MORE THAN 14 DAYS PRIOR TO YOUR EVENT DATE, YOU WILL RECEIVE A FULL REFUND MINUS \$50 ADMINISTRATION FEE.

IF YOU CANCEL LESS THAN 14 DAYS BEFORE YOUR EVENT DATE, YOU WILL RECEIVE A FULL REFUND MINUS \$100 ADMINISTRATION FEE.

IF YOU CANCEL ON YOUR EVENT DATE, YOU WILL RECEIVE A REFUND OF 50% OF YOUR FULL AMOUNT.

COVID RELATED CANCELLATIONS

IF YOUR EVENT IS UNABLE TO PROCEED AS PLANNED DUE TO COVID WE ASK YOU TO PROVIDE AS MUCH NOTICE AS POSSIBLE.

IN THE FIRST INSTANCE WE STRONGLY ENCOURAGE OUR CUSTOMERS TO RESCHEDULE YOUR EVENT TO A MUTUALLY AGREEABLE DATE. IF HOWEVER YOU ARE UNABLE TO RESCHEDULE AND THE REASONS FOR YOUR CANCELLATION ARE PROVIDED, ALL FUNDS PAID FOR YOUR EVENT WILL BE REFUNDED MINUS NON-REFUNDABLE BOOKING FEE PAYMENT. THIS PAYMENT WILL BE RETAINED TO COVER ANY ADMINISTRATIVE COSTS ASSOCIATED WITH YOUR BOOKING.

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.