



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. AS AT OCTOBER 2017 WE HAVE 8 VEHICLES. TO DATE WE HAVE SUCCESSFULLY COMPLETED THE FOLLOWING 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 MECHANIC BY TRADE. 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 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:

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 WITHIN THE VEHICLE;
- NOT DAMAGE OR DISGRACE THE VEHICLES, THE ONUS WILL BE ON THE PASSENGER TO REPAIR/CLEAN;
- NOT BE HEAVILY INTOXICATED WHILE TRAVELLING 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 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 14 DAYS PRIOR TO YOUR EVENT DATE, YOU WILL RECEIVE A FULL REFUND MINUS \$100.

IF YOU CANCEL LESS THAN 14 DAYS BEFORE YOUR EVENT DATE, YOU WILL RECEIVE A FULL REFUND MINUS \$150.

IF YOU CANCEL LESS THAN 7 DAYS BEFORE YOUR EVENT DATE, YOU WILL RECEIVE A REFUND OF 50% OF YOUR FULL PAID AMOUNT.

IF YOU CANCEL ON YOUR EVENT DATE, YOU WILL RECEIVE A REFUND OF 20% OF YOUR FULL PAID AMOUNT.

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