



## --Terms and Conditions – Fazanah Luxury Chauffeur Services

### \*1. Booking and Payment\*

- \* All bookings must be made in advance and are subject to availability.
- \* Full payment is required at the time of booking to confirm the reservation.
- \* Payment can be made via EFT, card, or approved company account (if applicable).

### \*2. Cancellations and No-Shows\*

- \* Cancellations must be made at least 24 hours before the scheduled pick-up time.
- \* Cancellations made less than 24 hours prior to the scheduled pick-up will be charged in full.
- \* No-shows will be charged the full booking fee.

### \*3. No Refunds or Reimbursements\*

- \* All bookings are non-refundable.
- \* The company does not offer cash reimbursements under any circumstances, including missed flights, delays, or cancellations caused by third-party events beyond our control (e.g., traffic, road closures, weather).
- \* In the case of service issues caused directly by the company, a \*service credit voucher\* may be issued at the company's discretion, to be used toward future bookings.

### \*4. Delays and Liability\*

- \* While we strive for punctuality, unforeseen delays may occur. The company shall not be held liable for any missed appointments, flights, or events due to circumstances beyond our control.
- \* Passengers are advised to schedule shuttle services with appropriate time allowances.
- Our liability is limited to the cost of the fare paid for the trip.

### \*5. Passenger Responsibilities\*

- \* Passengers must be ready at the scheduled pick-up time.
- \* Excessive waiting time (more than 15 minutes) may incur additional fees or cancellation of the trip without a refund.
- \* It is the responsibility of the passenger to ensure correct details are provided at the time of booking.

### \*6. Luggage and Personal Belongings\*

- \* Standard luggage allowance is one bag and one small carry-on per passenger unless otherwise agreed..
- \* The company is not responsible for any lost, damaged, or stolen items during the trip.

### \*7. Conduct\*

- \* The company reserves the right to refuse service to any individual displaying inappropriate, aggressive, or unsafe behavior.
- \* Passengers must comply with all safety instructions provided by the driver.

### \*8. Changes to Bookings\*

- \* Requests to change pick-up time, destination, or number of passengers must be made at least 12 hours before departure and are subject to availability.
- \* Any approved changes may be subject to additional charges.

Fazanah reserves the right to update these Terms and Conditions at any time without prior notice. The latest version will be available on our website or upon request.

### \*9. Safety and Insurance\*

- \* All vehicles are fully insured, and drivers are licensed and trained.
- \* The company is not liable for personal injury unless caused by proven negligence.

### \*10. Acceptance of Terms\*

- \* By making a booking, the client acknowledges and agrees to these terms and conditions.

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