

VERITY PRIVATE TRANSFERS

Policies & Procedures Manual

Effective Date: 25 May 2026
Version 1.0

This document sets out the policies and procedures that govern the operations of Verity Private Transfers. These policies apply to all bookings, clients, drivers, and service types including airport transfers, corporate travel, wedding, and special event transportation.

1. Booking & Cancellation Policy

This policy governs how bookings are made, confirmed, modified, and cancelled across all Verity Private Transfers services.

1.1 Making a Booking

All bookings must be made through one of the following approved channels:

- Online booking portal at the Verity Private Transfers website
- Direct telephone enquiry with our reservations team
- Corporate account email for contracted business clients
- Third-party platforms where Verity has an authorised presence

A booking is not confirmed until a written confirmation (email or SMS) has been issued by Verity Private Transfers. Verbal agreements do not constitute a confirmed booking.

1.2 Booking Information Required

Clients must provide the following information at the time of booking:

- Full passenger name(s) and contact number
- Pickup date, time, and address
- Destination address or drop-off point
- Number of passengers and luggage items
- Vehicle preference (where applicable)
- Flight number for all airport pickups and drop-offs
- Any special requirements (child seats, accessibility needs, etc.)

1.3 Flight Monitoring

For all airport transfer bookings, Verity Private Transfers monitors flight arrivals in real time. Driver wait time is calculated from the actual landing time, not the scheduled arrival time, allowing a standard grace period of 45 minutes after landing for international arrivals and 20 minutes for domestic arrivals before additional waiting charges apply.

1.4 Modifications to Bookings

Booking modifications (change of time, date, vehicle, or destination) are accepted subject to availability and must be requested as early as possible. Modifications requested less than 4 hours before the scheduled pickup are treated as late changes and may incur an administration fee.

1.5 Cancellation Policy

Cancellations must be submitted in writing via email or through the client portal. The following cancellation fees apply:

Notice Given	Cancellation Fee
More than 48 hours before pickup	No charge
24 to 48 hours before pickup	25% of the total booking value
12 to 24 hours before pickup	50% of the total booking value

Less than 12 hours before pickup	100% of the total booking value
No-show (driver on location, no contact)	100% of the total booking value

Special Events (weddings, formals, race days): Cancellations within 7 days of the event date will incur a 100% cancellation fee regardless of notice given, due to the exclusive nature of event bookings.

2. Payments & Pricing Policy

This policy covers how services are priced, invoiced, and how payment is collected.

2.1 Pricing

All prices quoted by Verity Private Transfers are in Australian Dollars (AUD) and are inclusive of GST unless otherwise stated. Quoted prices are based on the information provided at the time of booking. Additional charges may apply for:

- Additional stops not included in the original booking
- Extended waiting time beyond the included grace period
- Travel outside agreed metropolitan or regional zones
- After-hours surcharge (services between 10:00 PM and 5:00 AM)
- Public holiday surcharge
- Toll and parking charges incurred during the transfer
- Cleaning fees for any damage or excessive soiling of vehicles

2.2 Payment Methods

Verity Private Transfers accepts the following payment methods:

- Major credit and debit cards (Visa, Mastercard, American Express)
- Direct bank transfer (corporate and pre-approved accounts)
- Approved corporate account billing
- Online payment portal (link provided in booking confirmation)

Cash payments are not accepted.

2.3 Payment Timing

- Individual bookings: Full payment is required at the time of booking, or no later than 24 hours before the scheduled pickup.
- Corporate accounts: Invoices are issued within 2 business days of service completion and are due within 14 days unless otherwise agreed in the corporate account agreement.
- Special events: A 50% deposit is required at the time of booking, with the remaining balance due 7 days prior to the event.

2.4 Refunds

Refunds for eligible cancellations will be processed within 5 to 10 business days to the original payment method. Deposits and fees collected for non-refundable bookings will not be returned. In the event that Verity Private Transfers cancels or is unable to fulfil a confirmed booking, a full refund will be issued within 3 business days.

2.5 Disputed Charges

Any charge disputes must be raised in writing within 14 days of the charge being applied. Verity Private Transfers will investigate and respond within 5 business days. Disputes raised after this period may not be considered.

3. Driver & Vehicle Standards Policy

Verity Private Transfers is committed to delivering a premium, safe, and consistent experience. This policy sets the standards all drivers and vehicles must meet.

3.1 Driver Qualifications & Compliance

All drivers engaged by Verity Private Transfers must hold and maintain the following:

- A current and valid Australian driver's licence appropriate for the vehicle class operated
- A current Booked Hire Vehicle (BHV) or equivalent accreditation as required by their state or territory
- A current National Police Check (renewed every 2 years)
- A Working with Children Check where applicable
- Public liability insurance coverage as required

3.2 Presentation Standards

Drivers are required to present professionally at all times when on duty:

- Clean, pressed business attire: dark suit or trousers, collared shirt, and closed-toe shoes as a minimum standard
- Personal hygiene and grooming maintained to a professional standard
- Name board or digital greeting displayed for airport and hotel pickups
- No use of mobile phone while driving, except via an approved hands-free device
- No smoking, vaping, or consumption of food or alcohol in the vehicle while on duty

3.3 Conduct Standards

Drivers must at all times:

- Greet passengers courteously and assist with luggage where appropriate
- Follow the most efficient and safe route unless otherwise directed by the client
- Maintain a calm, professional, and discreet manner
- Respect the privacy of all passengers and not disclose client details to third parties
- Refrain from initiating personal conversations unless engaged by the passenger
- Report any incidents, accidents, or complaints to management immediately

3.4 Vehicle Standards

All vehicles operated under the Verity Private Transfers brand must meet the following standards:

- Maximum vehicle age of 5 years from first registration, unless specifically approved by management
- Full comprehensive vehicle insurance at all times
- Current vehicle registration and roadworthiness certification
- Maintained in a clean condition — professionally detailed interior and exterior before each day of service
- Stocked with complimentary water, phone charging cables (USB-A and USB-C), and mints as a minimum
- Air conditioning in full working order
- Child restraint seats available upon request and fitted to applicable Australian Standards

3.5 Safety

Driver safety is non-negotiable. Drivers must not operate a vehicle if they are fatigued, unwell, or under the influence of any substance. Any driver who is unable to complete a transfer must notify the Verity operations team immediately to arrange a replacement. Verity Private Transfers reserves the right to withdraw a driver from service pending investigation of any safety concern.

4. Passenger Conduct Policy

To ensure a safe and premium experience for all passengers and drivers, Verity Private Transfers has established the following conduct expectations.

4.1 General Conduct

Passengers are expected to treat drivers and other passengers with courtesy and respect at all times. Verity Private Transfers reserves the right to refuse or terminate a transfer, without refund, where a passenger:

- Is behaving in an aggressive, threatening, or abusive manner toward the driver or others
- Is intoxicated or under the influence of substances to a degree that poses a risk
- Is engaging in illegal activity
- Is causing damage to the vehicle
- Refuses to comply with reasonable requests made by the driver

4.2 Seatbelts

All passengers must wear a seatbelt at all times while the vehicle is in motion, in compliance with Australian road law. Children must be secured in an approved child restraint appropriate for their age, height, and weight. It is the responsibility of the accompanying adult to ensure children are correctly restrained.

4.3 Food, Drink & Smoking

- Consumption of food inside the vehicle is not permitted without prior agreement.
- Non-alcoholic beverages in sealed containers are permitted.
- Alcohol may only be consumed in designated hire vehicles where a relevant licence or exemption applies, and where approved in advance by Verity Private Transfers.
- Smoking and vaping are strictly prohibited inside all Verity vehicles at all times.

4.4 Luggage & Belongings

Passengers are responsible for their own luggage and personal belongings. Verity Private Transfers accepts no liability for loss or damage to items left in vehicles. Passengers should notify the driver or contact Verity immediately if items are left behind. We will make reasonable efforts to facilitate the return of found items.

Luggage that poses a risk of damaging the vehicle interior, or that exceeds the vehicle's capacity, may be refused at the driver's discretion.

4.5 Pets

Pets are not permitted in Verity Private Transfers vehicles unless specifically approved at the time of booking. Approved pets must travel in an appropriate secured carrier. Assistance animals accompanying passengers with a disability are always welcome.

4.6 Damage

Any damage to a vehicle caused by a passenger — including but not limited to soiling, spillage, breakage, or vandalism — will result in a cleaning or repair fee being charged to the booking holder. Fees will reflect the actual cost of remediation and may include compensation for lost revenue if the vehicle is required to be taken out of service.

5. Privacy & Data Policy

Verity Private Transfers is committed to handling personal information responsibly and in accordance with the Australian Privacy Act 1988 and the Australian Privacy Principles (APPs).

5.1 Information We Collect

We collect personal information necessary to provide our services, including:

- Name, contact number, and email address
- Pickup and drop-off locations and travel itinerary details
- Payment information (processed securely through our payment provider)
- Flight details and travel preferences
- Corporate account and billing details
- Communication records for customer service purposes

5.2 How We Use Your Information

Personal information collected by Verity Private Transfers is used to:

- Confirm and fulfil bookings
- Communicate with clients regarding their transfer
- Process payments and issue invoices
- Improve our services and respond to feedback
- Meet legal and regulatory obligations

We do not sell, rent, or share personal information with third parties for marketing purposes.

5.3 Disclosure of Information

We may share information with:

- Drivers and subcontractors to the extent necessary to fulfil the booking
- Payment processors for the purposes of transaction processing
- Government or regulatory bodies where required by law

All subcontractors and third parties who handle client data on our behalf are required to maintain appropriate confidentiality and data security obligations.

5.4 Data Security

Verity Private Transfers takes reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access. Data is stored securely and access is restricted to authorised personnel only. Payment card details are not stored by Verity Private Transfers and are handled exclusively by our PCI-compliant payment gateway.

5.5 Retention of Data

We retain personal data for as long as is necessary to fulfil the purpose for which it was collected, and in accordance with applicable legal requirements. Booking records are typically retained for a period of 7 years for accounting and compliance purposes, after which they are securely destroyed.

5.6 Your Rights

Clients have the right to:

- Request access to the personal information we hold about them
- Request correction of inaccurate or out-of-date information
- Raise a complaint regarding the handling of their personal information

Requests and complaints relating to privacy matters should be directed to our Privacy Officer in writing. We will respond within 30 days.

5.7 Cookies & Online Data

Our website may use cookies and analytics tools to improve user experience and monitor site performance. Users may adjust browser settings to manage cookie preferences. Our website privacy notice contains further detail on online data collection practices.

For privacy enquiries, booking disputes, or policy questions, please contact Verity Private Transfers directly. These policies are reviewed annually and are subject to change. The current version is always available through our website and booking portal.

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