



Email: info@gosafetransport.nz | Website: www.gosafetransport.nz

Airport Shuttle Service – Terms and Conditions

1. General Terms

By accessing the website of Go Safe Transport or using our airport shuttle services, you agree to be bound by these Terms and Conditions.

Airport shuttle bookings can be made through our website (www.gosafetransport.nz), by email at info@gosafetransport.nz, by phone, or through other authorised booking channels.

2. Payment Policy

Full payment must be received prior to travel to confirm your booking.

Bookings made within 72 hours of travel require immediate payment.

Payments may be made via credit card, debit card, or bank transfer. Card payments may incur a processing surcharge.

3. Pricing

All prices are listed in New Zealand Dollars (NZD) and include GST unless otherwise stated.

Additional charges may apply for public holidays, extra stops, additional luggage, or extended travel distances.

Quotes are valid for 7 days unless otherwise stated.

4. Booking Changes, Cancellations and Delays

Customers are encouraged to book 48–72 hours in advance.

For airport departures, passengers should plan to arrive at least 3 hours before international flights and 2 hours before domestic flights.

Cancellation Policy:

- More than 72 hours notice – eligible for refund or credit.
- 24–72 hours notice – up to 50% cancellation fee.
- Less than 24 hours notice or no-show – full fare may be charged.

Drivers may wait up to 2 hours after flight arrival for airport pickups. If passengers cannot be contacted, the booking may be considered completed with no refund.



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5. Baggage Allowance

Each passenger is generally allowed one carry-on bag (up to 7kg) and one suitcase (up to 30kg).

Additional luggage or oversized items must be declared during booking and may incur additional charges.

6. Passenger Conduct and Safety

Passengers must wear seatbelts at all times. Smoking, vaping, and alcohol consumption are not permitted in the vehicle.

Passengers must follow driver instructions to ensure safety for all passengers.

7. Child Passenger Policy

Children must travel with a responsible adult unless special arrangements have been approved.

Child seats or booster seats may be provided upon request and may incur an additional charge.

8. Special Assistance

Passengers requiring mobility assistance must notify Go Safe Transport during booking.

Drivers may assist passengers entering or exiting the vehicle but are not permitted to lift or carry passengers.

9. Personal Belongings

Passengers are responsible for their personal belongings. Go Safe Transport is not liable for lost or damaged items unless caused by proven negligence.

Lost property should be reported within 3 days of travel.

10. Dangerous Goods

Passengers must not transport hazardous items including firearms, explosives, flammable substances, toxic chemicals, or compressed gases without prior written approval.

11. Unforeseen Circumstances

Go Safe Transport is not liable for delays caused by circumstances beyond our control including severe weather, traffic congestion, natural disasters, or airport disruptions.



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12. Acceptance of Terms

By confirming a booking or using Go Safe Transport services, the passenger confirms acceptance of these Terms and Conditions.

Signature:

Name:

Date: