



AIRPORT TRANSFER SERVICE TERMS AND CONDITIONS

IMPORTANT: Transfers to hotels, hostels and student accommodation is 24 hours. If you have booked a homestay family, drivers are unable to transfer you directly to your hosts if your flight arrives between **10.30pm and 5.00am**. In this case you will need to wait at the airport until 7am or book a hotel for the first night. Under 18 students will be taken to their homes whatever the time.

Students are met in the airport by their driver who will be holding a sign up with the school's name and/or personal names. The student's airport confirmation letter includes the driver's name and contact details and where to find him/her depending on the airport terminal, and Talkabout Tour's 24-hour emergency contact phone number. All vehicles are fully insured, and drivers are appropriately licensed, and police screened.

1. All requests for airport transfers must be made in writing giving full flight details. We will not accept responsibility where incorrect or insufficient information has been provided.
2. Airport transfer services must be paid for in advance unless they are paid for by the school. Payment cannot be made on arrival.
3. Transfer details, including instructions on meeting the driver, are provided in writing in the form of a booking confirmation when the booking is made.
4. Students are strongly advised not to accept transfers from any unauthorised taxi/ride share drivers that operate at the airports as Talkabout Tours drivers will carry the student's address and a board with the student's name clearly displayed. We will not accept liability if our drivers are not used.
5. If students cannot find or have been unable to contact their driver, they must not leave the airport without calling our 24-hour Emergency line. If they do so, payment is non-refundable and we take no responsibility whatsoever for any alternative measures the student may take to transfer themselves to their accommodation.
6. Where incorrect information has been provided no refunds will be issued.
7. Students must inform Talkabout Tours if their flight has been cancelled or a flight has been missed. You must let Talkabout Tours know, before your original flight's expected departure time, that this is the case. Talkabout Tours will make alternate arrangements to collect you from a later flight. If this is not possible, Talkabout Tours will issue a full refund less bank fees.
8. Drivers will wait up to two hours after an international flight arrival. If there is a significant delay in customs (more than 1.5 hours), students must inform their driver or Talkabout Tours. This can be done via WhatsApp using the airport's free wifi if you are unable to use a sim card.
9. Students must inform Talkabout Tours if they intend to bring more than 2 pieces of luggage or any large items (surfboards etc.)

10. This service is for the person making this booking only, and no additional passengers will be permitted to board the transfer vehicle, unless Talkabout Tours has been previously advised.