
AIRPORT TRANSFERS
CHAUFFEUR DRIVE
COACH HIRE
MEETINGS
INCENTIVES
CONFERENCES
EVENTS

JPD

Transport

TEL: 011 447-4083/5295
res@jpd.co.za
www.jpd.co.za
PO BOX 84037
GREENSIDE 2034

JPD Transport Business Terms & Conditions

1. General

Notwithstanding anything to the contrary these Terms and Conditions contain the only terms upon which JPD Transport will provide chauffeured driven transportation and shall not be varied unless expressly agreed in writing & signed by a Director of JPD Transport. All non-corporate accounts are subject to pre-payment terms with accounts being subject to status and will only be granted to registered businesses. By applying for an account you authorise JPD Transport to complete the necessary credit reference checks.

2. How to make a booking:

- 2.1 Quotations will be provided in writing only. All quotation requests to be sent to res@jpd.co.za No telephonic quotes will be provided.
- 2.2 All booking to be received in writing using res@jpd.co.za e-mail address
- 2.3 Bookings to include the following information:
 - Passenger Name
 - Passenger Mobile/Cellular Number
 - Number of passengers travelling
 - Date of transfer
 - Collection time
 - Collection address
 - Drop-off address
 - Vehicle required for transfer
 - If booking a disposal service – JPD Transport to be provided with a detailed itinerary
- 2.4 Airport arrival transfers to include arrival flight numbers and times
- 2.5 All transfers require mobile number contact of travelling passenger
- 2.6 In event of booking required within 2 hours; agent to contact JPD Transport telephonically to confirm receipt of e-mail and so that priority can be given to the job
- 2.7 Please ensure that 24-hour clock/time is used for transfer times
- 2.8 Drivers are not allowed to take bookings / amendments / cancellations regarding bookings direct from the passenger or agent. All such communications are to be directed to res@jpd.co.za

3. JPD Transport Insurance

JPD Transport adheres to insurances as prescribed by the Department of Transport. All vehicles have passenger & public liability insurance. In addition to the insurance, all vehicles have the relevant Department of Transport permits as required.

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4. Terms & Conditions of Service

- 4.1 All bookings, cancellations and amendments must be communicated to the company in writing. Verbal cancellations or amendments will not be accepted, as the company will not carry any responsibility for any miscommunication made during a verbal transaction.
- 4.2 Cancelled or amended transfers less than 3 hours prior to the requested service will be charged in full.
- 4.3 Only bookings, cancellations or amendments replied to in writing by JPD Transport are considered acknowledged. If you have not received written notification, you cannot consider the booking as having been actioned.
- 4.4 JPD Transport requests that all guests making use of our service are given our contact numbers in order to communicate with us should they experience any difficulties with locating driver at prearranged venue. The 24/7 number +27 82 657 3520 is the relevant after-hours / emergency number for passengers to use.
- 4.5 Meeting points from OR Tambo International Airport are as follows:
 - a). Guests off all international flights: In front of the Information Counter in the arrivals hall
 - b). Guests off all domestic flights: passengers to exit to the right of the terminal to meet their driver
- 4.6 Meeting points from Cape Town International Airport and King Shaka International Airport will be met in the arrivals hall after collection of luggage.
- 4.7 In the event that a guest fails to arrive or meet up with the driver, the transfer fee is non-refundable.
- 4.8 JPD Transport can only check on updated arrival times relevant to bookings from the airport 1 hour prior to the prearranged collection time, and as such we are fully dependent on the information supplied to us by the ACSA.
- 4.9 Our office hours are from Monday to Friday, 08h30 to 17h00. Over weekends and Public Holidays our offices are closed; however, the after-hours Duty Manager can be contacted on + 27 82 657 3520. Bookings made over weekends are still be emailed to our office; however, these bookings must be telephonically confirmed with the Duty Manager.
- 4.10 Bookings made with JPD Transport by a booking/travel agent where the passenger is to settle payment directly with JPD Transport, and fails to do so, or is a "no-show", will result in the booking agent being held directly responsible for payment of the account. Passengers are able to pay JPD Transport direct via EFT, Zapper or credit card. Credit card details to be provided prior to service as cards are processed at the office.

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- 4.11 JPD Transport's fleet of vehicles is maintained according to the vehicle manufacturers' specifications. All vehicles are serviced regularly and general wear and tear and mechanical problems checked immediately.
- 4.12 A standing fee per half hour or part thereof will be payable should the passenger keep our driver waiting for a period longer than 20 minutes after the scheduled collection time, as this may result in JPD Transport having to subcontract our next commitment. In the event that JPD Transport have no alternate resources available to accommodate the passenger's delay, we reserve the right to release the driver to ensure that his next scheduled passenger is not affected. A "no-show" 100% cancellation fee will apply.
- 4.13 JPD Transport will not be held liable and reserves the right to either cancel a service booked, with 100% cancellation fee, or commission an additional vehicle/s at the then applicable rate, in the event that the number of passengers collected exceeds the maximum amount of secure seating capacity available on the vehicle booked. Passengers may not be seated or stand unsecured.
- 4.14 When requesting a baby/child seat of any size, it is the complete and total responsibility of the parent / guardians to fit the seat and ensure it is securely fastened. Your chauffeur driver is not permitted to fit the baby/child seat. JPD Transport will not be held liable should the seat not be securely fastened. We recommend where possible that passengers make use of their own personal baby/child seat. These are kept safely at JPD Transport's offices and used on their return transfers.
- 4.15 All services are strictly on a prepaid basis only.
- 4.16 It is incumbent on the traveler to ensure the traveler has enough time to get to the destination of choice even in the event of a technical breakdown.
- 4.17 All travelers are to ensure they have appropriate and adequate insurance to cover any costs as a result of a chauffeur driver being delayed by any cause what so ever or in the event of a technical breakdown. JPD Transport will not be held liable for any costs associated with such a cause or incident what so ever.