



# GENERAL TERMS AND CONDITIONS OF CARRIAGE

This document details the terms and conditions governing services provided by Your Professional Driver (YPD), including booking, payment, cancellation, privacy, and site usage policies. It establishes clear obligations to ensure transparency and uphold premium service standards.

Placing a booking with Your Professional Driver (YPD) signifies full acceptance of the terms and conditions outlined herein.

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**Your Professional Driver**  
hello@ypd.au | 1300 046 973

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# General Terms and Conditions of Carriage

By confirming a booking with Your Professional Driver (YPD), you acknowledge that you have read, understood, and unconditionally agreed to these full terms and conditions of carriage. These terms are legally binding and apply upon acceptance of our services, including any amendments or updates made by YPD at its sole discretion.

It is the client's responsibility to review these terms regularly to ensure continued compliance. YPD will endeavour to notify clients of significant changes; however, failure to review updated terms does not absolve the client of their obligations under the current terms and conditions.

By engaging YPD's services, the client waives any right to claim ignorance of these terms and agrees that these conditions supersede any prior agreements or understandings, whether written or verbal.

## Nature of Service

Your Professional Driver (YPD) and its associated operators and drivers provide pre-booked transportation services exclusively and are not classified as common carriers. YPD retains the absolute right, at its sole discretion, to refuse service to any person(s) or entity at any time, without obligation to provide a reason or explanation.

By engaging YPD's services, clients acknowledge that YPD's role is limited to facilitating transportation as outlined in the booking details. YPD assumes no additional responsibility beyond the specific terms agreed upon at the time of booking. Services are provided strictly as scheduled and within the scope defined by YPD, and clients agree that no obligations exist beyond those explicitly stated.

## Responsibility for Services

Your Professional Driver (YPD) and its associated operators and drivers, including subcontractors, are solely responsible for the transportation services they directly provide as outlined in the confirmed booking details. YPD accepts no liability, whether direct or indirect, for services, actions, or omissions provided by third parties, including but not limited to additional transportation providers, venues, or external agencies engaged independently by the client.

YPD's responsibility is strictly limited to ensuring that the agreed service is delivered in accordance with the booking terms. Clients acknowledge and agree that any ancillary services or arrangements made outside YPD's scope of service are undertaken at their own risk and do not form part of YPD's obligations or responsibilities.

By confirming a booking, clients accept that YPD's liability is limited exclusively to the services it provides directly and waives any claim against YPD for issues arising from third-party involvement or external factors beyond YPD's control.

# Limitations of Liability & Insurance

## Limitations of Liability

Your Professional Driver (YPD), subject to these terms and to the extent permitted by law, assumes no liability for any costs, losses, or damages arising directly or indirectly from diversions, substitutions, alterations, cancellations, delays, booking errors, or any other disruptions to the scheduled service. It is the client's sole responsibility to notify YPD promptly of any changes to booking details; failure to do so may result in additional costs or termination of the service without liability to YPD.

Except as expressly outlined in these terms and conditions, and to the extent permitted by law:

- a) YPD, its associated operators, drivers, and subcontractors, are not liable for any death, personal injury, loss, or damage to luggage or goods, delays, or any consequential or indirect losses, whether arising from negligence, omissions, or any other cause related to the provision or non-provision of services.
- b) YPD disclaims liability for any inaccuracies, errors, or omissions in transport service information or pricing. Clients acknowledge that YPD's pricing and service information are subject to change without notice.
- c) YPD's maximum liability, if and where accepted, is strictly limited to a refund for the trip in question.

YPD assumes no liability for claims, including but not limited to liquidated damages, consequential or incidental losses, punitive damages, loss of income, or any other associated costs, whether arising from service disruptions or otherwise. By confirming a booking, clients accept that YPD's obligations are limited exclusively to providing the agreed transportation service under the confirmed booking terms.

Clients are strongly advised to secure appropriate travel insurance to mitigate potential losses that may arise from events beyond YPD's reasonable control.

## Insurance

Your Professional Driver (YPD) maintains insurance coverage for passenger travel, including public liability insurance as required by law. This coverage is strictly limited to liabilities directly associated with the operation of YPD's services and does not extend to personal belongings, travel disruptions, or any other incidental matters.

Travel insurance is not included as part of YPD's services. Passengers are solely responsible for securing their own comprehensive travel insurance to cover any potential losses or damages, including but not limited to personal items, missed connections, or unforeseen disruptions.

While YPD takes reasonable precautions to ensure the safekeeping of personal belongings, YPD does not accept liability for loss, theft, or damage to personal property brought onto vehicles. Clients are advised to exercise due care and arrange adequate insurance coverage for any valuables or other property they choose to transport.

By confirming a booking, clients acknowledge and accept these terms and agree to waive any claims against YPD for losses or damages to personal property.

## Exclusions

Your Professional Driver (YPD) shall not be liable for any indirect, incidental, or consequential losses or expenses incurred by the client, including but not limited to loss of profit, revenue, business opportunities, goodwill, or anticipated savings, whether arising out of a breach of contract, negligence, or any other cause.

YPD explicitly excludes all claims for liquidated damages, consequential losses, or any associated costs, regardless of whether such losses were foreseeable or advised to YPD in advance. This includes, but is not limited to, claims arising from delays, cancellations, service disruptions, or any deviation from the agreed terms.

By confirming a booking, the client acknowledges and agrees that YPD's liability is strictly limited to the direct provision of the agreed transportation services and does not extend to any indirect or associated impacts. Clients are strongly advised to secure appropriate insurance to mitigate the risk of such losses.

## Force Majeure

Your Professional Driver (YPD) shall not be held liable for cancellations, delays, or service disruptions resulting from events beyond its reasonable control. Such events include, but are not limited to, acts of God, extreme weather conditions, natural disasters, public unrest, pandemics, industrial action, government mandates, unforeseen road closures, or any other circumstance deemed to be outside YPD's direct control. YPD will make reasonable efforts to communicate with clients regarding such events and mitigate disruptions to the extent possible; however, alternative arrangements or compensation cannot be guaranteed.

Clients acknowledge that all standard booking terms, including cancellation fees, payment obligations, and the enforceability of service terms, remain in effect during events of force majeure. Any additional costs incurred as a result of such events, including alternate transportation or accommodations, shall be the sole responsibility of the client.

YPD reserves the right, at its sole discretion, to modify, suspend, or terminate any booking affected by a force majeure event without liability for any direct, indirect, or consequential losses or costs incurred by the client. This includes situations where continuing the service poses safety concerns or logistical impossibilities.

Clients are strongly advised to obtain comprehensive travel insurance to safeguard against potential losses arising from force majeure events. By confirming a booking with YPD, clients accept full responsibility for mitigating their own risks and waive any claim against YPD for compensation, reimbursement, or damages resulting from disruptions caused by force majeure.

## On-Time Service

Your Professional Driver (YPD) takes every reasonable measure to ensure that services are delivered on time, including proactive route planning and real-time adjustments for traffic and other factors. However, YPD cannot guarantee absolute punctuality in all circumstances.

In the event of a delay caused by unforeseen circumstances beyond YPD's control, such as severe weather, road closures, accidents, or other force majeure events, YPD accepts no liability for any resulting losses, costs, or missed connections. Customers are encouraged to plan travel with appropriate contingencies to account for such events.

By confirming a booking, the client acknowledges and agrees that YPD's liability is strictly limited as outlined in these terms.

## Customer Responsibilities

Passengers are required to comply fully with all applicable laws and regulations in the region of travel and adhere to all instructions provided by Your Professional Driver (YPD) and its operators. Clients are solely responsible for ensuring that all information provided at the time of booking is accurate and complete, whether entered directly by the client or communicated to a YPD agent. Clients must review booking confirmations sent by YPD and immediately report any discrepancies by contacting 1300 046 973. Failure to report inaccuracies promptly may result in errors for which YPD assumes no liability.

Passengers must be present and ready at the designated pickup location at the agreed time. Delays caused by the client or any member of their party may result in additional waiting time charges as outlined in YPD's Waiting Time Policy. Any special requirements, including but not limited to child restraints, accessibility accommodations, or additional luggage, must be explicitly communicated at the time of booking. YPD reserves the right to decline service or charge additional fees if such requirements are not disclosed in advance.

Clients are fully responsible for the behaviour and conduct of all passengers in their group. Passengers must not engage in any behaviour that disrupts the chauffeur, poses a safety risk, or causes damage to the vehicle. The client shall bear full financial responsibility for any damage, cleaning fees, or disruptions caused by passengers during the booking.

Failure to comply with these responsibilities may result in immediate termination of the service without refund. YPD reserves the right to impose additional charges for any resulting delays, damage, or other breaches of these terms. By confirming a booking, clients acknowledge and accept these responsibilities and agree to indemnify YPD against any losses, claims, or costs arising from non-compliance.

## Customer Safety

Your Professional Driver (YPD) chauffeurs will operate vehicles at safe and appropriate speeds, strictly adhering to all legal speed limits, traffic regulations, and prevailing road and weather conditions. Chauffeurs are trained to prioritise the safety of passengers at all times and will make decisions to ensure the wellbeing of all occupants in the vehicle.



Chauffeurs reserve the right to refuse access to any venue or location that, in their sole judgment, poses a risk to the safety of passengers, the chauffeur, or the vehicle. This includes but is not limited to venues with unsafe entry or exit points, locations in high-risk areas, or those with environmental hazards.

Passengers are expected to follow all safety instructions provided by the chauffeur, including the proper use of seat belts, adherence to seating arrangements, and observance of safe boarding and alighting procedures. Non-compliance may result in the immediate termination of the service without refund.

By confirming a booking with YPD, clients acknowledge and accept that chauffeur decisions regarding safety are final and binding. Clients waive any claims arising from safety-based decisions made in accordance with this policy.

## Damage to Vehicle and Inappropriate Behaviour

Passengers are fully liable for any damage, defacement, or soiling caused to the vehicle as a result of their actions or the actions of individuals in their party. This includes, but is not limited to, physical damage to the vehicle's interior or exterior, excessive cleaning required due to spills, stains, or debris, and any associated downtime or repair costs. YPD reserves the right to recover all related costs from the client, including administrative fees and lost revenue due to the vehicle being out of service.

Chauffeurs are empowered to maintain a safe and professional environment during all journeys. In the event of inappropriate behaviour by passengers, including but not limited to verbal or physical abuse, illegal activity, intoxication, or any actions deemed disruptive or unsafe, the chauffeur has the absolute right to terminate the journey immediately. No refund will be provided in such cases, and YPD reserves the right to seek additional damages or impose penalties if warranted.

By confirming a booking with YPD, clients accept full responsibility for the conduct of all passengers and agree to indemnify YPD against any claims, losses, or damages arising from inappropriate behaviour or damage to the vehicle. Clients further acknowledge that chauffeurs' decisions regarding safety, behaviour, and journey termination are final and binding.

## Bookings in Inaccessible or Road Closure Areas

Your Professional Driver (YPD) may encounter situations where the specified pickup or drop-off location is inaccessible due to road conditions, legal restrictions, safety concerns, traffic management measures, or other factors outside YPD's control. This includes areas affected by events such as New Year's Eve, marathons, or public demonstrations.

If YPD identifies an accessibility issue before the service commences, every reasonable effort will be made to notify the client and propose alternative arrangements. In cases where YPD has not identified the issue in advance, the chauffeur will contact the client directly upon discovering that the pickup or drop-off location is inaccessible. An alternative nearby location will be arranged where feasible, with clear instructions provided to the client.

Waiting time charges will commence 10 minutes after the scheduled pickup time, regardless of any delays caused by the relocation. If the client cannot be reached, refuses to cooperate, or

fails to arrive at the agreed alternative location, the booking will be deemed a no-show, and the full cost of the booking, including any accrued waiting time, will be charged.

Clients are responsible for ensuring that the pickup and drop-off locations they provide are accessible for the type of vehicle booked. YPD assumes no liability for delays, inconveniences, or additional costs arising from inaccessible locations, nor is YPD responsible for disruptions caused by road closures or other external factors. It is the client's responsibility to ensure their contact details are accurate, functional, and available during the booking period.

If a booking is cancelled due to inaccessibility, the standard cancellation policy will apply unless the issue was caused by YPD's error or omission. Clients acknowledge that YPD is not liable for cancellations, delays, or additional charges stemming from road closures or inaccessibility, except as expressly stated.

By confirming a booking, clients agree to these terms and accept that YPD reserves the right to modify, relocate, or cancel bookings affected by inaccessibility. Clients further agree to cooperate fully with any proposed solutions and waive any claims arising from such circumstances. These terms ensure fair resolution of accessibility issues while maintaining YPD's commitment to reliable service.

## Consumption of Food and Beverages

The consumption of food and beverages, excluding bottled water, is strictly prohibited in YPD vehicles unless expressly permitted in advance by Your Professional Driver (YPD) or the chauffeur. Passengers must request and receive explicit approval prior to bringing or consuming any food or drink in the vehicle.

In the event of any spillage, crumbs, stains, or other mess caused by the consumption of food or beverages, cleaning charges will apply. These charges will be calculated based on the severity of the mess and may include additional fees for vehicle downtime or specialised cleaning services if required.

By confirming a booking, clients agree to adhere to this policy and accept full financial responsibility for any cleaning or repair costs incurred as a result of non-compliance. Passengers are encouraged to exercise caution and care when consuming permitted beverages, such as bottled water, to minimise the risk of spills or mess.

## Lost Property

Your Professional Driver (YPD) does not accept liability for any lost, misplaced, or forgotten personal property. It is the customer's sole responsibility to ensure all personal belongings are retrieved from the vehicle at the end of the trip.

If a driver discovers lost property after a trip, YPD will make reasonable efforts to return the item to the customer. Items can be returned in one of the following ways:

1. Direct Delivery: Lost property may be delivered to an agreed location at the customer's expense. Applicable trip charges, including administrative fees, will apply for any delivery arrangements.

2. Collection from Office: Lost property may be collected by the customer from YPD's registered office during designated business hours.

YPD will attempt to contact the customer using the information provided at the time of booking to arrange the return of lost property. If no response is received within 14 days, YPD reserves the right to dispose of the item, donate it to charity, or take other appropriate action at its discretion.

While YPD takes every reasonable precaution to facilitate the safe return of lost items, the handling and storage of personal property are undertaken at the customer's risk. By confirming a booking, customers acknowledge and accept these terms and agree to bear any costs associated with the recovery or return of lost property.

## Luggage Capacity

The maximum luggage capacity for YPD sedans is two (2) standard-sized suitcases (check-in size for a plane) and two (2) pieces of hand luggage or soft luggage (carry-on size). Alternatively, a sedan may accommodate one (1) large suitcase, one (1) set of golf clubs, and one (1) piece of soft luggage.

Customers with luggage exceeding the sedan's capacity must book a larger vehicle to ensure safety, comfort, and compliance. If a larger vehicle is not pre-booked and additional luggage cannot be safely accommodated, customers will be required to arrange for separate luggage transfer at their own expense. YPD will provide cost confirmation for any such arrangements at the time of booking or upon notification.

For safety and legal compliance, no suitcases or large items will be transported in the passenger seating area under any circumstances. Customers are responsible for ensuring their luggage meets these capacity requirements. Failure to adhere to luggage limitations may result in additional charges, refusal of service, or delays for which YPD assumes no liability.

By confirming a booking, customers acknowledge and accept these luggage restrictions and agree to bear any costs associated with excess luggage or non-compliance.

## Vehicle Bookings & Guarantees

Your Professional Driver (YPD) does not guarantee the availability of a specific vehicle for any booking. While YPD provides accurate information regarding its fleet and available vehicles at the time of booking, final vehicle availability is subject to confirmation. Customers are encouraged to book well in advance, particularly for high-demand vehicles, to minimise the risk of unavailability.

YPD will make every reasonable effort to supply a vehicle that matches the category booked. In the event of unforeseen circumstances, such as mechanical failure, accidents, or other issues beyond YPD's reasonable control, YPD reserves the right to provide an alternative vehicle. In cases where a lower-category vehicle is supplied, the customer will only be charged the corresponding lower rate for that vehicle category.

If a suitable replacement vehicle cannot be provided, YPD's liability is limited strictly to a refund of the booking amount for the affected service. YPD assumes no further responsibility or liability

for any inconvenience, loss, or costs resulting from changes to vehicle type or unavailability caused by factors outside YPD's control.

By confirming a booking, customers acknowledge and accept these terms, including the possibility of substitutions or changes to vehicle types due to unforeseen circumstances.

## Pricing

Prices are accurate at the time of quotation and are subject to availability at the time of booking. All quoted prices include GST unless otherwise stated. Your Professional Driver (YPD) reserves the right to adjust prices without prior notice to reflect changes in applicable charges, including but not limited to fuel costs, taxes, or other regulatory fees.

Quoted fares do not include tolls, airport pickup charges, parking fees, or additional costs incurred during the trip. These charges will be passed on to the customer as incurred and will be reflected in the final invoice. Customers acknowledge and agree to accept responsibility for any such additional charges.

YPD's pricing reflects the premium quality of our services, which include professionally trained chauffeurs, meticulously maintained vehicles, and a commitment to customer satisfaction. Prices are structured to ensure the highest standards of safety, reliability, and luxury are consistently upheld, offering customers exceptional value for their investment.

For airport pickups, YPD monitors all scheduled aircraft movements to accommodate arrival delays or changes. However, if passengers are delayed after arriving at the terminal, waiting time charges will apply as per YPD's Waiting Time Policy. These fees are calculated per minute and are non-negotiable.

By confirming a booking, customers acknowledge and accept the quoted pricing structure, including all additional costs and conditions as outlined above. YPD assumes no liability for disputes arising from unanticipated charges or price adjustments due to factors beyond its control.

## Credit Card Surcharges

Credit card surcharges may apply at the sole discretion of Your Professional Driver (YPD) and will be calculated as a percentage of the transaction amount. These surcharges, where applicable, will be disclosed to the customer at the time of booking or prior to processing payment.

By confirming a booking, customers acknowledge and accept that credit card surcharges may be applied and agree to cover any such fees. These surcharges are non-negotiable and are intended to offset the processing costs imposed by payment service providers.

## Time of Day Surcharges

The following surcharges apply to bookings scheduled during specified time periods:

- Late Night (22:30 – 01:00): 15% surcharge

- Very Early Morning (01:00 – 04:00): 25% surcharge
- Early Morning (04:00 – 05:00): 15% surcharge

These surcharges reflect the increased operational costs associated with providing services during these time frames and are applied automatically to the quoted fare.

Certain contracts or custom rate schedules may include alternative terms regarding after-hours surcharges. In such cases, the terms outlined in valid and current contracts or rate schedules will take precedence over the above conditions.

By confirming a booking during the specified time periods, customers acknowledge and accept the applicable surcharge as part of the total fare.

## Public Holiday Surcharges

Surcharges may apply to bookings scheduled on public holidays. Customers are advised to confirm applicable surcharges with the Customer Service Centre at the time of booking.

Typically, surcharges are incurred on the following dates in most cities:

- Christmas Day (25 December)
- New Year's Eve (31 December)
- New Year's Day (1 January)

Surcharges on other public holidays generally do not apply in most major cities but may vary based on location and demand. YPD reserves the right to impose additional surcharges on any public holiday at its sole discretion. All public holiday surcharges will be disclosed to the customer prior to confirming the booking.

By confirming a booking on a public holiday, customers acknowledge and accept the applicable surcharges as part of the total fare.

## Gratuities

Your Professional Driver (YPD) does not include gratuities or undisclosed fees in the quoted trip price. Any gratuity provided is at the customer's sole discretion and constitutes a direct arrangement between the customer and the chauffeur.

YPD does not facilitate or process gratuities through its credit card facilities, invoicing systems, or any other payment methods. Gratuities remain entirely separate from the services and pricing provided by YPD, and the company accepts no responsibility or liability in relation to gratuities.

By confirming a booking, customers acknowledge that gratuities are optional and independent of the quoted trip price, with no obligation to provide them.

## Seat Belts

Under Australian law, all passengers are required to wear seat belts at all times while the vehicle is in motion, where seat belts are fitted. It is the responsibility of each passenger to ensure they are properly restrained in compliance with these legal requirements.

Any fine or penalty issued to the chauffeur as a result of a passenger failing to wear a seat belt will be the sole responsibility of the passenger. YPD reserves the right to recover the full cost of such fines, along with any associated administrative fees, directly from the offending passenger or the booking client.

By confirming a booking, customers agree to inform all passengers of this requirement and accept responsibility for any fines or penalties resulting from non-compliance by passengers in their group.

## Child Restraints

As part of our commitment to safety and compliance with Australian law, Your Professional Driver (YPD) mandates that all children under the age of 7 years must be seated in an appropriate child restraint—baby capsule, baby seat, or booster seat—at all times during the journey. YPD enforces a National Position requiring child restraints for children under 7 years regardless of state-specific requirements.

A standard fee of \$25 applies per restraint, irrespective of the type of restraint required. Child restraints are available and can be securely fitted in all vehicle types, including sedans.

While YPD chauffeurs are trained in the proper installation of child restraints and will make every effort to fit them securely, it remains the sole responsibility of the parent or caregiver to verify that the restraint is correctly installed. Parents and caregivers are strongly encouraged to check and adjust the installation prior to the journey to ensure the child's safety. Chauffeurs, although trained, are not professional child restraint fitters, and ultimate responsibility for the child's safety lies with the parent or caregiver, as it would in their own vehicle.

Vehicles equipped with child restraints may be limited in availability, particularly for last-minute bookings. Customers requiring child restraints are strongly encouraged to book as far in advance as possible to secure a suitable vehicle. While YPD will endeavour to allocate a compliant vehicle, we reserve the right to decline any booking if a vehicle with the required child restraint cannot be secured.

If a booking is made without a confirmed child restraint and a child requiring a restraint is present at the time of pickup, the chauffeur is obligated to refuse the journey in compliance with Australian law. The chauffeur will immediately notify a YPD operations manager to attempt to source a compliant vehicle on short notice. If YPD is unable to allocate a suitable vehicle within a reasonable timeframe, we reserve the right to cancel the booking. In such cases, the full cost of the booking will be charged to the customer as a result of the client's failure to disclose the need for a child restraint in advance.

By confirming a booking with YPD, customers acknowledge and accept these child restraint requirements, including associated fees, and agree to bear full responsibility for non-compliance or delays resulting from the absence of a required child restraint.

## Smoking and Vaping/E-Cigarette Use

Smoking and vaping, including the use of electronic cigarettes, are strictly prohibited in all Your Professional Driver (YPD) vehicles in accordance with Australian law and business policy. This prohibition applies to all passengers at all times during the journey, whether the vehicle is stationary or in motion.

If any passenger is found smoking or vaping in a YPD vehicle, cleaning and deodorising charges may apply at YPD's sole discretion. Such charges are calculated based on the extent of cleaning required and any resulting downtime for the vehicle.

By confirming a booking, customers accept responsibility for ensuring compliance with this policy by all passengers in their group. Any breach of this policy may result in immediate termination of the journey, with no refund provided, and full liability for applicable charges resting with the customer.

## Animals in Our Vehicles

Pets are not permitted in YPD vehicles unless expressly approved in advance. Customers wishing to travel with pets must discuss this requirement with YPD at the time of booking. Approval is subject to YPD's sole discretion and may depend on the type of pet, vehicle availability, and additional considerations. Pets may also be subject to additional costs, which will be disclosed and agreed upon at the time of booking.

Assistance animals, as defined under Australian law, are not considered pets and are always welcome in YPD vehicles without prior approval. Customers travelling with assistance animals are encouraged to notify YPD at the time of booking to ensure the best accommodation for their needs. No cleaning charges will apply for shedding or minor soiling caused by assistance animals. However, charges may apply for significant damage or soiling beyond what could reasonably be expected from a well-trained assistance animal.

Customers travelling with pets must provide appropriate towels, blankets, or other coverings to minimise or prevent fur transfer or soiling of the vehicle's interior. Failure to provide such coverings may result in additional cleaning or damage charges, assessed based on the extent of cleaning required and any associated downtime costs. These charges are non-negotiable.

If a pet is brought to the vehicle without prior approval, the chauffeur reserves the right to refuse the journey. In such cases, the full cost of the booking will remain chargeable to the customer.

Customers are responsible for ensuring that all approved animals, including assistance animals, are appropriately restrained and behave in a manner that does not disrupt the journey. By confirming a booking, customers acknowledge and accept these terms, including full financial responsibility for any issues arising from the presence of a pet or an assistance animal in the vehicle.

## Making a Booking

Your Professional Driver (YPD) recommends that bookings be made as far in advance as possible to ensure vehicle availability at the requested time. Bookings can be made via our online portal, YPD/RideMinder Passenger app, or phone. At YPD's sole discretion, bookings may also be accepted via email. However, bookings made by email will only be considered confirmed once a booking confirmation has been issued by YPD. Customers are advised not to assume an email booking has been confirmed until a confirmation is received.

YPD will make every reasonable effort to honour bookings made through approved channels, provided all Terms and Conditions are met. This includes the accurate provision of booking details, such as pickup and drop-off locations, contact numbers, and valid credit card details, at the time of booking. All customer-provided information, including credit card details, must remain accurate and valid through to the completion of the service.

YPD cannot guarantee the availability of a vehicle for bookings made on short notice or in cases where a booking confirmation has not been issued. In the event that no confirmation is received, YPD assumes no liability for unfulfilled booking requests.

By making a booking, customers acknowledge and accept these terms and agree to ensure the accuracy of all booking details provided. Any errors or omissions in booking information may result in service delays, additional charges, or the inability to provide the requested service.

## Booking Confirmations & Accuracy

Your Professional Driver (YPD) requires all customers to review and confirm the details of their bookings prior to service execution. This includes, but is not limited to, the pickup and drop-off locations, service type, vehicle category, date and time of service, passenger count, luggage requirements, and any additional services requested. Accuracy in these details is essential to ensure the smooth delivery of our services.

YPD will issue a booking confirmation via email or the YPD/RideMinder Passenger app upon receipt of the booking request. It is the customer's responsibility to carefully review the confirmation for accuracy and completeness. Any discrepancies, errors, or omissions must be reported to YPD immediately by contacting 1300 046 973 or responding to the confirmation email.



Failure to report inaccuracies prior to the scheduled service time constitutes unconditional acceptance of the booking details as confirmed. YPD assumes no liability for issues arising from errors or omissions that are not promptly reported and corrected.

Amendments to confirmed bookings are subject to YPD's Amending Bookings Clause, including applicable deadlines, fees, and availability constraints. Any requests to alter booking details that are not acknowledged and confirmed by YPD in writing are invalid and will not affect the original booking terms.

By confirming a booking, the customer explicitly agrees to the following:

1. They are solely responsible for verifying the accuracy of all booking details at the time of confirmation.
2. Any failure to report errors or omissions before the service commences will not entitle the customer to refunds, adjustments, or alternative arrangements.
3. YPD is not liable for delays, additional costs, or disruptions resulting from inaccurate booking information provided by the customer.
4. Amendments or corrections to confirmed bookings are not guaranteed and are subject to the terms outlined in the Amending Bookings Clause.

These terms are final and legally binding. By engaging YPD's services, customers accept full responsibility for the accuracy of booking details and any consequences arising from discrepancies that are not promptly addressed.

## Amending Bookings

Your Professional Driver (YPD) strongly encourages customers to make all booking amendments online or via the YPD/RideMinder Passenger app, as this is the most efficient and reliable method. Online edits enable YPD to accurately capture relevant data, maintain a complete audit trail, and ensure smooth processing of changes.

If online access is unavailable, customers may contact YPD's 24/7 call centre at 1300 046 973 for assistance with booking amendments. YPD does not generally accept booking edits via email, text message, voice message, or communication with drivers. YPD takes no responsibility for edits attempted through these channels. However, at YPD's sole discretion, booking amendments requested via email may be considered, provided the request is confirmed through appropriate channels.

Amending a booking involves a complex process, including reallocating the driver, updating booking details, and potentially reassigning the booking. Customers are encouraged to carefully consider their requirements before making or editing a booking to avoid unnecessary changes.

## Amendments Made More Than 8 Hours Before Pickup

For amendments requested more than 8 hours prior to the scheduled pickup time, YPD will make every effort to accommodate the change, subject to vehicle and driver availability. YPD will notify the allocated driver of the change and attempt to retain the same driver. If the original driver is unavailable, YPD will reallocate the booking to another driver. If reallocation is not possible, YPD reserves the right to refuse the amendment and cancel the booking without cost to the customer.

## Amendments Made Less Than 8 Hours Before Pickup

Booking amendments requested less than 8 hours before the scheduled pickup time should be made online via the YPD/RideMinder Passenger app. YPD will make every effort to accommodate the change, subject to availability. If the original driver cannot accommodate the revised booking, YPD will attempt to reassign the booking to another driver. If reallocation is not possible, YPD reserves the right to refuse the amendment and cancel the booking. In such cases, the cancellation fees outlined in YPD's Cancellation Policy will apply.

## Additional Charges Applying to Amendments

Any amendments to confirmed bookings are subject to availability. YPD reserves the right to charge an amendment fee, in addition to any applicable charges incurred as a result of the amendment, such as additional travel or waiting time.

By confirming a booking, customers acknowledge and accept these amendment terms and agree to bear any costs arising from changes to the booking.

## Regular Bookings

Regular bookings are defined as:

- Executive Sedan Bookings: Made at least 8 hours prior to the scheduled pickup time.
- Premium Sedan, First-Class Sedan, Van, or Minibus Bookings: Made at least 12 hours prior to the scheduled pickup time.

Regular bookings must be made between 8:00 am and 6:00 pm AEST (or AEDT when daylight saving time is in effect) and can be submitted via YPD's website at [www.ypd.au](http://www.ypd.au), through the YPD/RideMinder Passenger app, or by telephone at 1300 046 973.

YPD will make every effort to allocate a suitable vehicle based on availability. However, if an appropriate vehicle cannot be secured, YPD reserves the right to reject the booking. Customers are encouraged to book as early as possible to avoid disappointment, especially for high-demand vehicle categories or peak times.

Bookings made outside the specified hours that do not follow the urgent booking process outlined in YPD's Urgent Bookings policy are not guaranteed. In such cases, YPD assumes no liability for unfulfilled bookings.

By confirming a regular booking, customers acknowledge and accept these terms and agree to adhere to the specified lead times and booking channels to ensure service availability.

## Urgent Bookings

Urgent bookings are defined as:

- Executive Sedans: Bookings made less than 8 hours prior to the scheduled pickup time.
- Premium Sedans, SUVs, Vans, and Minibuses: Bookings made less than 12 hours prior to the scheduled pickup time.
- Bookings made after 6:00 pm AEST (or AEDT when daylight saving time is in effect) for scheduled pickups between 6:00 pm the same day and 10:00 am the following day.

Customers making an urgent booking must complete the booking process online and immediately call YPD's 24/7 contact number at 1300 046 973 to ensure prompt processing.

YPD will make every reasonable effort to process urgent bookings and allocate a suitable vehicle. However, due to the short notice or timing of the request, YPD reserves the right to refuse the booking if a vehicle cannot be secured. In such cases, YPD will endeavour to notify the customer promptly.

By requesting an urgent booking, customers acknowledge that service availability is not guaranteed and agree to the terms and conditions associated with short-notice bookings.

## Special Event Bookings

Special event bookings include, but are not limited to, services for weddings, school formals, sporting events, concerts, and touring shows. For such bookings, either full payment or a deposit is required at the time of booking. If a deposit is made, the remaining balance must be paid in full prior to or at the conclusion of the event. All special event bookings require valid credit card details to secure the reservation.

Due to the high demand for ground transport associated with special events, YPD strongly recommends that customers book well in advance to secure availability. While YPD will make every reasonable effort to allocate a suitable vehicle, we reserve the right to refuse a booking if an appropriate vehicle cannot be secured.

Surcharges may apply to special event bookings and will be disclosed at the time of booking. These surcharges reflect the additional resources and logistical challenges often associated with such events.

By confirming a special event booking, customers acknowledge and accept these terms, including payment and surcharge requirements, and agree to provide accurate and timely information to facilitate the booking process.

## Bookings Where an Incorrect Transfer Type is Selected

Your Professional Driver (YPD) reserves the right to review and amend bookings if an incorrect transfer type has been selected during the booking process. For example, if a customer selects a regular transfer for an event such as a concert, wedding, or other special occasion or an hourly service for a point-to-point intercity trip, YPD will update the booking to the appropriate transfer type to ensure that the correct service requirements and event-specific surcharges are applied.

This adjustment ensures that the service provided aligns with the actual nature and logistical demands of the booking. Customers will be notified of any changes to their booking and informed of the associated charges prior to the amendment being finalised.

To avoid any confusion or additional charges, customers are strongly encouraged to double-check the transfer type selected during the booking process. By confirming a booking, customers acknowledge and accept that YPD may amend bookings as necessary to correct errors in transfer type and that additional charges may apply as a result of these amendments.

## Hourly & Daily As-Directed Bookings

### Hourly As-Directed Bookings

Your Professional Driver (YPD) provides hourly as-directed bookings for meetings, local travel, tours, and other flexible arrangements. These bookings are not intended for point-to-point journeys or intercity transfers.

If a customer uses an hourly booking for a straightforward point-to-point transfer or intercity travel, YPD reserves the right to amend or cancel the booking and recommend the correct service type. This ensures that the service aligns with its intended purpose and operational requirements.

### Service Area and Extensions for Hourly As-Directed Bookings

Travel must remain within the agreed radius or metropolitan service area unless explicitly authorised by YPD in advance. Intercity trip supplements may apply at YPD's sole discretion. Extensions beyond the allocated time are subject to availability and will be billed at the applicable hourly rate. Customers are encouraged to clearly communicate their travel needs at the time of booking to ensure the appropriate service type is selected.

### Fatigue Management for Long-Duration Hourly As-Directed Bookings

For hourly bookings exceeding 5 consecutive hours of service, YPD enforces strict fatigue management protocols to ensure the safety and wellbeing of chauffeurs. These protocols apply regardless of whether the chauffeur is actively driving or remaining on standby:

- **Mandatory Breaks:** Chauffeurs are entitled to a 30-minute break for every 5 hours of service. These breaks are to be incorporated into the booking duration.
- **Rest Periods:** For bookings exceeding 14 hours of continuous service, a 10-hour rest period is mandatory before the chauffeur can resume duties.

- **Additional Chauffeur Fees:** For bookings requiring continuous service exceeding 14 hours, a second chauffeur may be allocated to ensure uninterrupted service, at an additional cost as advised by YPD.

Customers must plan their itineraries to comply with these fatigue management protocols. Non-compliance or failure to adhere to safety requirements may result in the termination of the booking without refund or additional charges to ensure compliance.

## Billing and Early Conclusion of Service for Hourly As-Directed Bookings

If the customer concludes their journey and releases the vehicle before the end of the booked timeframe, the full duration of the original booking will still be charged. Customers who exceed the agreed terms, including unauthorised travel beyond the service area, will be notified of any necessary adjustments and associated charges.

By confirming an hourly as-directed booking, customers acknowledge and accept these terms, including the fatigue management requirements, billing policies, and limitations on service scope.

## Daily As-Directed Bookings

Your Professional Driver (YPD) provides daily as-directed bookings for flexible travel arrangements, such as meetings, tours or multi-stop itineraries within the agreed service area. These bookings include up to 10 hours of service within a single calendar day, encompassing all travel time, waiting time, and stops during the booking.

## Service Area and Extensions for Daily As-Directed Bookings

Travel must remain within the agreed radius or metropolitan service area unless explicitly authorised by YPD in advance. Intercity trip supplements may apply at YPD's sole discretion. Extensions beyond the allocated time are subject to availability and will be billed at the applicable hourly rate. Customers are encouraged to clearly communicate their travel needs at the time of booking to ensure the appropriate service type is selected.

## Fatigue Management for Daily As-Directed Bookings

YPD enforces strict fatigue management protocols to ensure the safety of chauffeurs and passengers:

- **Mandatory Breaks:** Chauffeurs are entitled to a 30-minute break for every 5 hours of service. These breaks are included in the 10-hour service duration.
- **Maximum Service Period:** Chauffeurs may not exceed 14 hours of service within a single day without overtime charges and adherence to fatigue regulations.
- **Overtime and Extended Service:** Extensions beyond 10 hours are subject to driver availability and will be billed at the applicable hourly rate. For extensions exceeding 14 hours, additional fatigue management measures, such as an 10-hour rest period or a second chauffeur, may apply at additional cost.

Customers are encouraged to plan itineraries that comply with these requirements. YPD reserves the right to terminate bookings that violate fatigue management protocols, with no refund provided.

## Billing and Early Conclusion

If the customer concludes their journey and releases the vehicle before the end of the booked timeframe, the full duration of the original booking will still be charged. Customers exceeding the agreed service duration will incur overtime charges, as outlined above.

## Driver Accommodation for Long-Distance or Duration Travel or Tours on Daily As-Directed Bookings

For daily as-directed bookings involving long-distance travel or multi-day itineraries, the customer is responsible for providing suitable accommodation if away from the chauffeurs home city for the chauffeur or covering the associated costs.

- **Accommodation Standards:** The accommodation must meet a minimum 3-star standard or equivalent and be located in a safe and convenient area near the stop or destination.
- **YPD Arrangements:** If the customer does not arrange accommodation, YPD will organise it on their behalf, and the associated costs will be added to the final booking invoice.
- **Additional Expenses:** Any additional expenses incurred during overnight stays, such as meals, may also be charged as agreed in advance.

To ensure a smooth experience, customers are strongly encouraged to discuss all travel details, including accommodation arrangements, at the time of booking. Failure to comply with these requirements may result in service delays or cancellations, with the customer remaining liable for the full booking cost.

## Multi-Day Daily As-Directed Bookings

If a customer wishes for a multi-day as-directed booking to be treated as separate bookings for each day for cancellation purposes, an administrative charge of 10% of the total booking value will apply. This request must be made at the time of booking confirmation and is subject to YPD's written approval. Once approved, each day will be subject to individual cancellation terms, and the administrative charge will be non-refundable under any circumstances. No retroactive requests to divide bookings will be accepted after confirmation.

## Cancellation Terms for Hourly/Daily As-Directed Bookings

Cancellations for hourly or daily as-directed bookings must strictly adhere to the following cancellation policy:

- Cancellations made more than 36 hours before the scheduled start time: No cancellation fee will apply, and a full refund will be issued for prepaid bookings, excluding any administrative fees.
- Cancellations made between 24 and 36 hours before the scheduled start time: A cancellation fee of 50% of the booking value will apply. The remaining 50% of any prepaid amount will be refunded, excluding any administrative fees.
- Cancellations made less than 24 hours before the scheduled start time: A cancellation fee of 100% of the booking value will apply. No refunds will be issued.

- Cancellations after the service has commenced: The full booking value, equivalent to 100% of the agreed fee, will be charged, and no refunds will be provided.

For multi-day as-directed bookings, the entire booking is treated as a single, indivisible transaction encompassing all days within the confirmed itinerary. By default, cancellation terms apply to the total booking value as a whole and cannot be divided, apportioned, or assessed against individual days under any circumstances. Any amendments or cancellations will be evaluated based on the total booking value in accordance with YPD's applicable cancellation policy.

Should a customer wish for the booking to be treated as separate transactions for each day for cancellation purposes, the request must be explicitly made at the time of booking confirmation and approved in writing by YPD. In such cases, a non-refundable administrative charge of 10% of the total booking value will apply. Once this request is approved, individual cancellation terms will be applied to each day of the booking. Retroactive requests to treat bookings as separate after confirmation will not be accepted under any circumstances.

Clients are responsible for ensuring that all cancellation requests are submitted in writing and acknowledged by YPD. Verbal cancellation requests or those communicated through third parties, including chauffeurs, will not be accepted. Cancellations will only be considered confirmed once YPD provides written acknowledgment.

Refunds for eligible cancellations will be processed within 7 business days of the written confirmation of the cancellation, subject to deduction of any applicable administrative fees or bank charges.

YPD reserves the right to charge additional administrative fees for processing cancellations and adjustments. Clients understand that cancellations or changes requested outside the specified notice periods may result in legal action or debt recovery processes to recover the full booking value.

YPD will not waive cancellation fees under any circumstances, including but not limited to illness, travel disruptions, or unforeseen personal emergencies. Clients are advised to secure appropriate travel insurance to cover such eventualities.

By confirming a booking, clients agree to the terms of this cancellation policy and accept full liability for any fees or penalties incurred as a result of non-compliance.

## Grace Period/Included Waiting Time for Hourly/Daily As-Directed Bookings

For hourly or daily bookings, YPD chauffeurs will arrive at the designated pickup location 10 minutes prior to the scheduled start time as confirmed in the booking. Upon arrival, the chauffeur will send a text message to the client to confirm their presence and readiness to commence service. It is the client's responsibility to ensure they are contactable via the phone number provided at the time of booking. Failure to receive or respond to this message does not alter the chauffeur's obligations or the commencement of billing.

The grace period begins at the exact scheduled start time of the booking and lasts for 10 minutes. During this time, the chauffeur will wait on-site for the client to arrive. If the client has not presented themselves within this 10-minute period, the chauffeur will continue to wait for the full duration of the booking as scheduled. The service will not be terminated or considered a no-show under any circumstances, and billing will continue as scheduled.

Billing for the booking will commence precisely at the scheduled start time, regardless of whether the client is present or delayed. Under no circumstances will delays or failure to appear on the part of the client entitle them to extend the end time of the booking, modify the agreed duration, or receive any refund, reduction, or adjustment of the booking value.

Should the client fail to present themselves at the designated location during the grace period and remain uncontactable, the chauffeur is not required to take further action other than remaining on-site for the scheduled duration. YPD accepts no liability for any loss, inconvenience, or additional costs incurred by the client as a result of their delay or failure to appear.

If the client wishes to modify the start time on the day of service, they must notify YPD support before the scheduled start time. Requests to modify the start time will be considered solely at YPD's discretion and are subject to operational availability. Approved modifications may incur additional fees, which must be paid in full prior to service commencement. If no modification is approved, the original booking terms will remain in force, including the scheduled start and end times and associated payment obligations.

By confirming a booking with YPD, the client explicitly agrees to these grace period terms and acknowledges that they are legally binding. The client accepts full responsibility for any delay, lack of contact, or failure to appear, and agrees that such circumstances do not absolve them of their financial obligations under the original booking agreement.

## Early Dismissal of Chauffeur for Hourly or Daily As-Directed Bookings

For hourly or daily as-directed bookings, if the client chooses to dismiss the chauffeur before the conclusion of the scheduled booking time, the chauffeur is immediately released from all obligations under the booking. Dismissal by the client does not alter the terms of the booking agreement, including the scheduled end time and the client's payment obligations. The full booking value will remain payable in all circumstances, regardless of the dismissal or the reason provided by the client.

Upon dismissal, the chauffeur will notify YPD immediately and will not remain on-site unless explicitly instructed to do so by YPD. Once dismissed, the chauffeur will not be required to perform any additional services or accommodate further requests from the client. If the client requires further assistance or services after dismissing the chauffeur, a new booking must be made through YPD, subject to availability and additional fees.

Dismissal by the client does not constitute a valid modification or cancellation of the booking, nor does it entitle the client to a refund, partial refund, or fee adjustment of any kind. Any disputes regarding the dismissal must be submitted in writing to YPD within five days of the scheduled booking end time, clearly outlining the circumstances of the dismissal. Submission of a dispute does not suspend or alter the client's payment obligations, and the full booking value will remain enforceable.



YPD reserves the right to review the circumstances surrounding a dismissal and determine whether it was made in violation of these terms or in a manner that disrupted the agreed-upon service. If the client is found to have acted improperly or in bad faith, additional fees may apply, including administrative charges or penalties.

By confirming a booking with YPD, the client acknowledges and agrees that dismissing the chauffeur does not alter the enforceability of the booking terms. The client accepts full liability for the agreed booking value and waives any claim to refunds or adjustments resulting from their decision to dismiss the chauffeur.

For multi-day bookings, if the client dismisses the chauffeur for the remainder of a single day, the chauffeur is released from their obligations for that day only. The dismissal does not absolve the chauffeur of their obligation to return and resume services for the subsequent day(s) as per the original booking agreement.

Dismissal for a single day does not constitute a modification or cancellation of the multi-day booking. The full booking value for the entire duration of the booking remains payable, regardless of the dismissal. Clients are not entitled to any refund, fee adjustment, or compensation for dismissing the chauffeur for part of the service period.

Upon dismissal for the day, the chauffeur will notify YPD immediately and will await further instructions. The chauffeur will resume service the following day at the agreed start time unless explicitly instructed otherwise by YPD. If the client requires additional services on the day of dismissal, a new booking must be made through YPD, which will be subject to availability and additional charges.

Any disputes regarding the dismissal must be submitted in writing to YPD within five days of the end of the full multi-day booking. Disputes do not absolve the client of their financial obligations for the full booking value. YPD reserves the right to review the circumstances of the dismissal and determine whether it was made in violation of these terms or in a manner that disrupted the agreed service. Additional fees or penalties may apply for improper dismissals.

By confirming a multi-day booking, the client agrees that dismissing the chauffeur for a single day does not terminate the chauffeur's obligations for subsequent days, nor does it alter the enforceability of the booking agreement. The client accepts full responsibility for the booking value and acknowledges that dismissal of the chauffeur for any part of the service does not entitle them to refunds or modifications.

## Amending Hourly or Daily As-Directed Bookings

Booking amendments for hourly/daily as-directed bookings must be requested through YPD's app or web portal and submitted no later than 24 hours before the scheduled service time. At our absolute sole discretion, we may also accept booking amendments submitted via message or email. Such amendments will only be considered valid if explicitly acknowledged and confirmed in writing by YPD. Amendments submitted within this 24-hour period will only be considered at YPD's absolute discretion and are subject to operational availability. Approval of such amendments is not guaranteed and may incur additional fees, which must be paid in full before the amended service commences.

Amendments that reduce the booking duration, service scope, or otherwise alter the terms of the original booking agreement will not entitle the client to any fee reductions, refunds, or credits. Clients remain fully liable for the payment of the original booking amount, regardless of the nature or timing of the amendment. Requests to extend or modify the service beyond the original terms are treated as new bookings and are subject to standard booking policies, including availability and pricing adjustments.

Unauthorised attempts to amend bookings, including direct arrangements with the chauffeur or third parties, will be considered a violation of these terms and may result in immediate termination of the booking without refund. Any such unauthorized changes absolve YPD and its chauffeurs from any further obligations under the booking agreement.

All amendment requests are the client's responsibility and must be accurate, complete, and submitted in writing through the designated platforms. Clients are solely responsible for verifying that their amendment request has been acknowledged and confirmed by YPD. A lack of acknowledgment or confirmation by YPD renders the amendment invalid, and the original booking terms will remain enforceable.

YPD reserves the right to decline any amendment request that disrupts scheduling, impacts other bookings, or violates company policies. YPD is under no obligation to justify its decision to approve or deny an amendment request. By confirming a booking, the client agrees that any amendments to the original terms are subject to these policies and that YPD's decision regarding amendments is final and binding.

## Extending Your Bookings

The hirer is fully responsible for any additional charges arising from extensions or changes to the original booking, including requests made by the booker or passenger during the trip. This includes charges for extra time, additional stops, or alterations to the itinerary.

Extensions of hire may be requested during the trip by contacting YPD at 1300 046 973. While the chauffeur may, at their sole discretion, agree to extend the hire, all extensions are subject to vehicle and driver availability and compliance with YPD's operational requirements, including fatigue management protocols.

If an extension is approved, the additional charges will be calculated based on the revised booking details and billed after the trip's completion. The hirer acknowledges and agrees that such charges will be applied automatically, without the need for further notice or communication, and will be payable in full in accordance with YPD's payment terms.

By confirming a booking, the hirer accepts these terms and agrees to bear full liability for all additional charges resulting from extensions or changes to the original booking. YPD reserves the right to decline extension requests that conflict with operational, safety, or compliance requirements.

## Airport Bookings

When making airport pickup bookings, customers must provide a valid flight number and specify the flight's scheduled arrival time as the pickup time. This information is essential for YPD to track flight movements and coordinate the pickup efficiently.

YPD offers substantial courtesy waiting times at both Domestic and International Terminals. Customers should refer to the Waiting Times section for full details on these policies.

If the pickup time entered in the booking differs from the actual flight arrival time, YPD will default to following the flight's landing time to ensure timely service, unless the customer explicitly specifies a delayed entry time after touchdown. This can be done through the "Extras" menu on the booking sheet. For example, the customer may request:  
"Driver to enter terminal 45 minutes after touchdown."

By confirming an airport booking, customers acknowledge and accept these terms, including YPD's right to follow flight landing times unless alternate instructions are provided in advance. Failure to provide accurate flight information may result in delays or additional charges, for which YPD assumes no liability.

## Airport Meet & Greet Service

Your Professional Driver (YPD) provides a complimentary Meet and Greet airport service, excluding any ground transport operator parking or pickup fees imposed by the respective airport.

Upon arrival, the allocated chauffeur will be stationed at the designated limousine meeting point, holding a digital sign (mobile or tablet) clearly displaying the passenger's surname for easy identification. The chauffeur will personally greet the passenger(s) and provide assistance with luggage as required.

Following the meet and greet, the chauffeur will escort the passenger(s) to the designated vehicle location, ensuring a smooth and efficient transition from the terminal to the vehicle. This service is designed to minimise stress and facilitate a comfortable, timely departure.

For any specific instructions or additional requests regarding your meet and greet service, customers must inform YPD at the time of booking to ensure proper arrangements are made.

By confirming a booking with meet and greet services, customers acknowledge and accept that YPD will follow the above process unless alternate instructions are provided in advance.

## Invalid Flight Number Provided

If a customer provides an invalid flight number when making a booking, the chauffeur will attempt to verify the correct flight information by checking flight arrival details and contacting YPD. YPD will make reasonable efforts to reach the customer or their designated contact person to obtain the correct flight information.

If neither the customer nor their contact person can be reached, the chauffeur will proceed to the airport and wait at the scheduled pickup time as originally booked. In this case, waiting time charges will begin after a 10-minute courtesy waiting period, as the invalid flight number prevents accurate tracking of the flight's actual arrival time.

By confirming a booking, customers unconditionally agree to this process and acknowledge that additional waiting time charges may apply in such situations, including cases where the correct flight information is not clarified with YPD in advance.

Once the issue is identified, a YPD representative will email the account holder to inform them of the invalid flight number and the steps taken to address the discrepancy. This ensures the customer is promptly aware of the situation and any additional charges incurred.

## Airport Bookings – Business at the Airport

If a client has meetings or other business at the airport terminal upon landing and requires the pickup time to differ from the flight's arrival time, the client must select "Business at airport – Do Not Enter on Touchdown" from the "Extras" menu on the booking sheet. YPD will adhere to the pickup time specified in the booking sheet, disregarding the flight's touchdown time.

For such bookings, the standard courtesy waiting period of 10 minutes will commence from the specified pickup time, as listed on the booking sheet. Clients are responsible for ensuring that the specified pickup time accurately reflects their needs, as YPD assumes no liability for delays or waiting time charges arising from miscommunication or incorrect booking details.

By confirming a booking with this option, clients acknowledge and accept these terms, including the commencement of waiting time charges based on the specified pickup time.

## Connecting with Your Chauffeur

All Your Professional Driver (YPD) chauffeurs are required to send a text message to the passenger's nominated mobile number approximately 10 minutes before the scheduled pickup time. This text will include the chauffeur's name, vehicle plate number, and confirmation that the chauffeur is waiting at the designated pickup point. Customers must ensure that their nominated mobile phone is switched on and accessible before the pickup time to receive this message.

It is the customer's responsibility to familiarise themselves with the designated pickup points, particularly for airport pickups, and to be present at these locations at the scheduled time. Chauffeurs will wait at the designated points with a digital sign (mobile or tablet) displaying the customer's name for easy identification.

If the customer is unable to locate the chauffeur, they must contact the driver directly using the contact number provided in the text message. If no text message has been received, the customer must immediately contact YPD at 1300 046 973 before leaving the pickup point to resolve any confusion.

By confirming a booking, customers acknowledge their responsibility to:

- Ensure their mobile phone is operational and available to receive the chauffeur's text.
- Familiarise themselves with the designated pickup location.
- Follow the steps above if unable to locate the chauffeur or if the text message has not been received.

Failure to comply with these responsibilities may result in delays or additional charges, for which YPD assumes no liability.

## No Shows/Abandoned Trips

If the customer cannot locate the chauffeur at the designated pickup point, they must not leave the location without first contacting YPD at 1300 046 973. YPD will make every reasonable effort to connect the customer with the allocated chauffeur or arrange an alternative solution. If the customer leaves the pickup point without contacting YPD, they will be fully liable for the total cost of the trip.

If the customer is not present at the designated pickup point at the scheduled time and does not contact the chauffeur within the courtesy waiting period (refer to the Waiting Time and Charges section), the chauffeur will notify YPD. YPD will then attempt to contact the customer using the provided mobile number, home phone, or contact person's number (depending on the service details). If the customer remains unreachable and does not promptly arrive at the pickup point, YPD reserves the right to release the vehicle and chauffeur from the booking. In such cases, the customer will be held responsible for the full cost of the trip.

For bookings where the customer has authorised and agreed to pay a waiting fee, the chauffeur will wait for up to 1 hour in addition to the standard courtesy waiting time. If the customer has not made contact with YPD or the chauffeur by the end of this period, YPD will make a final attempt to reach the customer using the provided contact details. If no response is received and the customer fails to arrive at the pickup point, YPD reserves the right to release the vehicle and chauffeur from the booking.

In all cases where the vehicle and chauffeur are released due to no-shows or abandoned trips, the customer will be liable for:

1. The full cost of the trip.
2. Any waiting time charges authorised or agreed upon in advance.

By confirming a booking, customers acknowledge and accept these terms, including their obligations to contact YPD in the event of difficulty locating the chauffeur or delays in arrival at the designated pickup point.

## Cancellation Charges

Cancellation charges are strictly enforced to ensure the integrity of our services and fairness to all parties. These charges are detailed below and vary depending on the type of booking. By confirming a booking, you unconditionally agree to the following terms and acknowledge their binding nature.

For standard bookings that do not fall under special event or hourly/daily as-directed categories, cancellations made more than four hours prior to the scheduled pickup time will not incur a cancellation fee, and any prepaid amounts will be refunded in full, less any applicable administrative charges. If the cancellation is made between two and four hours prior to the scheduled pickup time, a cancellation fee of 50% of the total booking value will apply, with any remaining prepaid amounts refunded, excluding administrative fees. Cancellations made less than two hours before the scheduled pickup time will incur a cancellation fee of 100% of the total booking value, with no refunds provided under any circumstances.

For special event transfer types, including one-way and return concert transfers and other special event bookings as advised at the time of booking, cancellations made seven or more days before the event will incur a 50% cancellation fee. Cancellations made less than seven days before the event will incur a cancellation fee equal to 100% of the total booking value, with no refunds provided under any circumstances.

For hourly or daily as-directed bookings, cancellations made more than 36 hours prior to the scheduled start time will not incur a cancellation fee, and any prepaid amounts will be refunded in full, less any applicable administrative charges. Cancellations made between 24 and 36 hours prior to the scheduled start time will incur a cancellation fee of 50% of the total booking value, with the remaining amount refunded, excluding administrative charges. Cancellations made less than 24 hours before the scheduled start time will incur a cancellation fee of 100% of the total booking value. Once the service has commenced, cancellations will be charged at the full booking value, with no refunds issued under any circumstances.

YPD reserves the right to enforce stricter cancellation policies in certain cases, which will be communicated at the time of booking. In such cases, these stricter policies will supersede the general terms outlined here.

Customers are solely responsible for ensuring that all cancellation requests are submitted in writing and acknowledged by YPD. Cancellations communicated verbally or through third parties, including chauffeurs, will not be accepted. Cancellation requests are only considered confirmed once YPD has provided written acknowledgment. Failure to comply with these procedures will not relieve the customer of their liability for applicable cancellation charges.

By confirming a booking, the customer acknowledges that these cancellation terms are final, strictly non-negotiable, and legally binding. YPD will not waive any fees under any circumstances, including but not limited to illness, travel disruptions, or unforeseen personal emergencies. Customers are strongly advised to secure appropriate travel insurance to cover potential losses.

## Waiting Time

Your Professional Driver (YPD) provides generous complimentary waiting times for all bookings, ensuring flexibility and accommodating unforeseen delays. Complimentary waiting times are as follows:

- 10 minutes for pickups at homes, hotels, or other non-airport locations.
- 30 minutes at domestic airport terminals.\*
- 60 minutes at international airport terminals.\*
- 60 minutes at cruise ship terminals.

\*All flights are tracked using radar technology. Complimentary waiting time begins at the moment the plane lands, regardless of any delays to the scheduled flight time.

Once the complimentary waiting time has elapsed, waiting time charges will apply and are calculated in 1-minute increments.

## Waiting Time Rates

Waiting time rates, inclusive of GST, are applied to all bookings, whether for account holders or individual customers, unless otherwise specified:

- Economy Sedan: \$1.25 per minute
- Executive Sedan: \$1.50 per minute
- Premium Sedan: \$1.75 per minute
- First-Class Sedan: \$2.50 per minute
- Premium SUV: \$2.00 per minute
- Executive 7-Seat Van: \$2.25 per minute
- Premium 7-Seat Van: \$2.50 per minute
- 11-Seat Minibus: \$2.75 per minute

All waiting time charges are added to the final booking cost and are non-negotiable. Customers are encouraged to provide accurate pickup times to avoid unnecessary waiting time charges.

By confirming a booking, customers acknowledge and accept YPD's waiting time policies, including the calculation and application of rates once complimentary waiting times are exceeded. Any disputes regarding waiting time charges must be raised in writing within five business days, as per the dispute resolution terms outlined in these conditions.

## Unscheduled Stops

Any additional pickups or drop-offs requested during the journey, which were not included in the original booking, will incur additional charges. These charges will be calculated based on the additional time and distance required + a \$10 administration fee and will be billed in accordance with YPD's standard rates unless a prior quotation has been provided and accepted.

By confirming a booking, the client acknowledges and agrees to these terms, including their liability for any additional costs arising from unscheduled stops.

## Waiting Time at Stops

For both scheduled stops and unscheduled stops, any waiting time exceeding a courtesy period of five minutes—typically sufficient for loading or unloading bags—will be charged at YPD's standard waiting time rates as specified in these terms.

The courtesy period applies to each individual stop, after which waiting time will be billed in one-minute increments based on the vehicle type. These charges will be added to the final booking cost and are non-negotiable.

By confirming a booking, clients acknowledge and accept their responsibility for additional waiting time charges incurred at either scheduled or unscheduled stops during the journey. YPD encourages clients to ensure promptness at all stops to avoid unnecessary charges.

## Credit Terms

Credit terms are granted strictly at the sole discretion of Your Professional Driver (YPD) and are subject to rigorous eligibility criteria to ensure responsible and reliable financial engagement. Only businesses and organisations that demonstrate an established, ongoing relationship with YPD and meet all the following conditions will be considered for credit terms:

1. **Minimum Monthly Spend:** The client must consistently spend a minimum of AUD \$5,000 per month for a period of at least three consecutive months.
2. **Payment History:** The client must maintain a flawless payment history, with no late payments, disputes, or delinquent accounts during the assessment period.
3. **Creditworthiness:** The client must provide evidence of creditworthiness, including business references, financial stability, and any documentation requested by YPD during the application process.
4. **Business Nature:** Only businesses or organisations with a clear and verifiable need for regular and high-volume transportation services are eligible.

YPD reserves the right to decline any application for credit terms, even if the above conditions are met, based on its sole discretion and assessment of risk.

Once granted, credit terms are subject to strict adherence to YPD's payment policies:

- All invoices must be paid in full within seven (7) calendar days of the issue date unless otherwise agreed in writing.
- Any breach of payment deadlines, failure to comply with terms and conditions, or behaviour inconsistent with maintaining creditworthiness will result in immediate suspension or revocation of credit terms.

Clients whose credit privileges are revoked or who fail to meet the eligibility criteria must prepay in full for all services. No exceptions will be made under any circumstances.

By confirming a booking or applying for credit terms, clients unconditionally agree to these terms. YPD retains the absolute right to review, amend, or terminate credit terms at any time, with or without prior notice. Any outstanding amounts will remain payable in full, and failure to comply may result in the suspension of services and legal action for recovery.

## Payment Terms

To access YPD's services, all clients are required to maintain a valid credit card on file through YPD's secure booking system. It is the client's responsibility to ensure that the payment method is current, valid, and has sufficient funds for processing charges.

Clients who fail to comply with this requirement will be required to rectify the issue before further bookings can be accepted. Non-compliance may result in the suspension or cancellation of any current or future bookings.



YPD reserves the absolute right to pre-charge any booking at its discretion, regardless of the booking value. However, as a general practice, bookings under AUD \$200 will not be pre-charged and will instead be charged in full upon completion of the service. This general practice does not waive YPD's right to pre-charge any booking when deemed necessary.

All bookings exceeding AUD \$1,000 must be fully pre-charged prior to the commencement of service. Pre-payment is non-negotiable, and failure to complete payment by the required deadline will result in automatic cancellation of the booking. In such cases, the client remains liable for cancellation fees as detailed in YPD's policies.

Clients are fully liable for all outstanding amounts, administrative fees, and any costs associated with payment recovery. Non-payment or non-compliance with these terms will not absolve the client of their financial obligations.

By confirming a booking, clients explicitly accept these payment terms as legally binding. YPD reserves the right to enforce these terms without limitation, and disputes regarding payment obligations will not exempt the client from liability. These terms are final, strictly enforceable, and designed to maintain the integrity of YPD's operations.

## Payment Failure

In the event of a credit card charge failure or an overdue invoice for a client provided with credit terms, Your Professional Driver (YPD) reserves the immediate and absolute right to:

- Withdraw any ongoing services without prior notice.
- Suspend the client's account and restrict all future bookings until the outstanding balance is fully resolved.
- Cancel all upcoming bookings associated with the client.

The client remains fully liable for the outstanding balance. If payment is not received within 24 hours of becoming overdue, a late payment fee of 10% of the overdue amount will be applied. YPD retains the right to charge any alternative payment methods previously provided by the client without the need for additional notice or consent.

If the overdue amount remains unpaid after 7 calendar days, YPD reserves the right to escalate recovery actions, including but not limited to:

1. Engaging a debt collection agency to recover the outstanding balance.
2. Initiating legal proceedings for the full recovery of all amounts owed.
3. Reporting the payment default to credit reporting agencies, which may adversely affect the client's credit score.

All costs associated with recovery efforts, including but not limited to legal fees, debt collection fees, administrative charges, interest on overdue amounts, and court filing fees, will be fully charged to the client. These costs are enforceable under these terms and conditions, accepted by the client upon being granted credit terms.

YPD further reserves the right to revoke credit privileges for any client with overdue payments or a history of delinquent behaviour. In such cases, the client must prepay for all future bookings, and additional requirements such as security deposits or other guarantees may be imposed.

No disputes, delays, or extenuating circumstances will absolve the client of their payment obligations. Any attempts to withhold or delay payment will be considered a breach of YPD's terms and conditions, resulting in immediate enforcement of the actions outlined above.

By confirming a booking or accepting credit terms, the client explicitly agrees to these payment obligations and acknowledges their responsibility for any penalties, fees, or actions taken by YPD in response to non-payment. These terms are final, non-negotiable, and designed to protect YPD's financial operations.

## Disputes

All disputes regarding charges, service quality, or any other matter must be submitted in writing to YPD within five calendar days of the charge being processed. Submissions must include a detailed explanation of the issue and all relevant supporting documentation or evidence required for YPD to assess the claim. Failure to submit a dispute within this five-day period will be deemed unconditional acceptance of the charge or service as delivered, and no further claims will be entertained.

During the dispute resolution process, the client remains obligated to pay all amounts due, including the disputed charges, by the original payment deadline. Failure to pay will result in the immediate suspension of the client's account and the cancellation of all future bookings. If the dispute is resolved in YPD's favour, the client will bear all costs associated with the dispute process, including but not limited to administrative fees, investigation costs, and legal expenses where applicable.

YPD reserves the right to reject disputes that are deemed frivolous, unsubstantiated, or made in bad faith. Clients submitting such disputes may be charged an additional administrative fee to cover the costs incurred in handling the claim.

By confirming a booking, the client acknowledges and agrees that YPD's decision regarding disputes is final and binding, except where expressly contradicted by applicable consumer protection laws.

## Dispute Resolution Process

For any disputes or concerns, clients should contact YPD's support team at [support@ypd.au](mailto:support@ypd.au). YPD is committed to resolving disputes promptly, fairly, and in good faith to maintain customer satisfaction.

If a satisfactory resolution cannot be reached through YPD's internal review process, clients may escalate the matter to the relevant regulatory authorities as permitted under applicable laws.

By engaging YPD's services, clients accept these dispute terms as binding and enforceable. These terms are designed to ensure fairness, operational efficiency, and clear accountability for all parties.

# Complaints & Feedback

Your Professional Driver (YPD) is committed to providing exceptional service and values customer feedback to continuously improve our offerings. To ensure a structured and efficient process, YPD has established the following formal procedure for submitting service feedback or complaints. By engaging YPD's services, clients agree to adhere to this process for all feedback and complaint-related matters.

## Submitting Feedback or Complaints

### 1. Feedback and Ratings via App:

- Customers may provide immediate feedback and rate their chauffeur directly through the YPD/RideMinder Passenger app at the conclusion of the service.
- Ratings and comments submitted via the app are monitored regularly to ensure quality standards are upheld.
- Customers are encouraged to provide specific details to facilitate meaningful improvements.

### 2. Formal Complaint Submission:

- Formal complaints must be submitted in writing to [hello@ypd.au](mailto:hello@ypd.au) within seven (7) calendar days of the service completion date.
- Submissions must include:
  - Booking reference number.
  - Detailed description of the issue or feedback.
  - Supporting evidence (e.g., receipts, photos, or screenshots).
  - Customer contact information for follow-up.

### 3. Acknowledgment of Complaints:

- Upon receipt, YPD will acknowledge the complaint in writing within two (2) business days.
- A dedicated representative will be assigned to investigate and resolve the matter.

### 4. Resolution Timeline:

- YPD aims to resolve complaints within seven (7) business days of acknowledgment. Complex cases may require additional time, in which case the customer will be notified of the revised timeline.
- Resolutions may include refunds, credits, service improvements, or other corrective actions deemed appropriate by YPD.

### 5. Escalation Process:

- If the customer is unsatisfied with the resolution provided, they may escalate the complaint to YPD's management team by responding to the initial resolution email.
- Management reviews escalated complaints within five (5) business days and provides a final decision in writing.

## Complaints Found to Lack Merit

YPD reserves the right to reject complaints deemed frivolous, malicious, or lacking substantive evidence. Customers submitting such complaints may be charged an administrative fee to cover investigation costs. Repeat offenders may face restricted access to YPD's services.

## Non-Negotiable Conditions

1. **Payment Obligation:** Submission of a complaint does not absolve the customer of their obligation to pay for the service as per the original booking terms. Outstanding amounts must be settled in full before a resolution is provided.
2. **Driver Conduct:** Complaints related to chauffeur conduct will be investigated thoroughly. However, subjective complaints (e.g., personal preferences) will not entitle customers to refunds or credits unless clear policy violations are identified.

## Confidentiality and Customer Cooperation

- All feedback and complaints are handled with strict confidentiality. Customers are expected to cooperate fully during the resolution process, including providing additional information or evidence upon request.
- Abuse, harassment, or threatening behaviour towards YPD staff or chauffeurs during the feedback process will result in immediate termination of the complaint review and possible restriction from future service.

By confirming a booking with YPD, customers acknowledge and accept these terms for submitting feedback or complaints. Customers waive the right to seek external remedies unless they have fully exhausted YPD's internal complaints resolution process.

## Driver Identification & Professional Conduct

Your Professional Driver (YPD) is committed to delivering a premium and professional service experience, upheld by strict standards for chauffeur identification, attire, behaviour, and passenger expectations. By confirming a booking, clients agree to these terms, which ensure a safe, respectful, and seamless journey.

Chauffeurs are required to send a text message to the passenger's nominated mobile number approximately 10 minutes before the scheduled pickup time. This message will confirm the chauffeur's name, the vehicle's make, model, and registration number, and indicate the chauffeur's readiness at the designated pickup point. For airport and meet-and-greet services, chauffeurs will display a digital sign (on a mobile device or tablet) bearing the passenger's surname to facilitate easy identification. Chauffeurs will also verbally confirm booking details before commencing the journey to ensure accuracy.

All YPD chauffeurs are required to wear formal business attire, including a suit or blazer, tie (for men), a dress shirt, and polished shoes. This standard applies to all bookings to ensure a consistent and premium image. For special events, such as weddings, chauffeurs may adopt event-specific attire, provided these requirements are communicated and approved in advance.

Chauffeurs are trained to maintain a courteous, respectful, and professional demeanour throughout the service. They are prohibited from engaging in any unprofessional behaviour, such as unsolicited conversations, inappropriate language, or discriminatory conduct. Chauffeurs must comply with all traffic laws and safety regulations and will prioritise passenger safety above all else. Assistance with luggage and boarding or alighting is available upon request and will be provided in a safe and respectful manner.

Passengers are expected to conduct themselves appropriately during the journey. This includes complying with seat belt laws, refraining from disruptive or inappropriate behaviour, and respecting the chauffeur's authority to make decisions regarding safety. If a passenger's behaviour poses a safety risk or violates these terms, the chauffeur has the right to terminate the service immediately. No refunds will be issued in such cases.

Passengers may make reasonable requests during the journey, such as route preferences or adjustments to climate control. Chauffeurs will accommodate these requests where feasible, provided they do not compromise safety, punctuality, or operational requirements. Passengers are encouraged to provide feedback or rate their chauffeur through the YPD app following the service, enabling YPD to continually improve its standards.

In the event of unprofessional conduct by a chauffeur, passengers are required to report the issue to YPD via the support email at [hello@ypd.au](mailto:hello@ypd.au) or through the YPD/RideMinder Passenger app within seven calendar days of the journey. YPD will investigate all reports promptly and, where necessary, implement corrective actions such as retraining or disciplinary measures. By confirming a booking, clients accept these terms and agree to abide by the policies set forth regarding driver identification, professional conduct, and passenger responsibilities.

## Subcontracting

Your Professional Driver (YPD) reserves the right to engage the services of pre-approved hire car, limousine, or bus service providers to fulfil bookings when necessary. All subcontracted providers are rigorously vetted and pre-qualified by YPD to ensure they meet the high standards required to deliver services on our behalf.

While subcontracted providers are engaged for specific bookings, YPD retains full supervision and operational control over these services for the duration of the booking. Subcontracted providers operate as representatives of YPD, and all customer communications, concerns, or issues must be directed to YPD for resolution.

By confirming a booking, clients acknowledge and accept that YPD may subcontract services at its discretion and agree that such subcontracting does not alter the terms, conditions, or liabilities set forth in this agreement.

## Confidentiality and Privacy

Your Professional Driver (YPD) upholds stringent measures to ensure the confidentiality of client information, independent of and in full accordance with our separate Privacy Policy. By engaging YPD's services, clients acknowledge and accept these confidentiality terms, as outlined below.

YPD collects and utilises personal information exclusively for operational purposes, such as coordinating bookings, ensuring service quality, and enhancing customer satisfaction. All personal data is handled with strict confidentiality and is not disclosed to unauthorised third parties, except as required by law or necessary to execute the service.

For domestic bookings, YPD employs phone number masking technology to safeguard passenger and chauffeur privacy. This ensures that personal phone numbers remain hidden during communications related to the service. However, due to technical constraints, phone number masking may not apply to international numbers. In such cases, limited client contact details will be shared directly with the chauffeur solely to facilitate the service. YPD ensures this information is used strictly for operational purposes and adheres to our confidentiality standards.

YPD mandates that all employees, contractors, and subcontracted providers comply with binding confidentiality agreements. Chauffeurs and subcontracted providers are prohibited from sharing or discussing client details beyond the requirements of their role. Any breach of confidentiality will result in immediate corrective action, up to and including termination of the contractual relationship or employment.

Clients are encouraged to verify that the information provided at the time of booking is accurate and complete. Any updates to contact details or personal information must be communicated promptly to YPD to ensure seamless service execution. YPD assumes no liability for disruptions caused by inaccurate or outdated client information.

YPD provides mechanisms for clients to review, update, or request the deletion of their personal information. Requests must be submitted in writing to [support@ypd.au](mailto:support@ypd.au) and will be processed in line with legal obligations and operational requirements. Data retention may be required for compliance, billing, or auditing purposes as permitted by law.

By confirming a booking, clients agree to these terms and accept YPD's confidentiality practices, independent of the broader Privacy Policy. These measures are designed to uphold the highest standards of trust, discretion, and professionalism, ensuring client privacy at all times.

## Technology Usage

Your Professional Driver (YPD) provides clients with access to a mobile booking app and online booking platform to enhance the booking experience, streamline service coordination, and support operational efficiency. By using these technologies, clients agree to the following terms and conditions governing their access and usage.

Clients are responsible for maintaining the security and confidentiality of their account credentials. Any activity conducted under a client's account, authorised or otherwise, is the sole responsibility of the account holder. YPD accepts no liability for any losses or disruptions resulting from unauthorised access to a client's account.

The YPD/RideMinder Passenger app and online platform are provided strictly for lawful purposes and are intended for the facilitation of pre-booked transportation services. Misuse of the platform, including attempts to interfere with its functionality, use of automated systems to access or interact with it, or fraudulent bookings, is expressly prohibited and may result in immediate suspension of access and legal action.

All information entered into the YPD/RideMinder Passenger app or online platform must be accurate and complete. YPD will not be held responsible for service disruptions, delays, or additional charges arising from inaccuracies in booking details provided by clients. Notifications regarding chauffeur status, vehicle location, and booking changes are sent via the YPD/RideMinder Passenger app and platform in real-time, and clients are responsible for monitoring these updates to ensure smooth service delivery.

While YPD takes every measure to maintain uninterrupted platform access, occasional technical interruptions may occur. YPD will not be held liable for delays, missed bookings, or other inconveniences resulting from downtime or technical issues. Clients requiring immediate assistance during such interruptions should contact YPD on 1300 046 973.

The YPD/RideMinder Passenger app and platform, including their design, content, and functionality, are the exclusive property of YPD and protected under intellectual property laws. Unauthorised reproduction, distribution, or modification of any platform materials is strictly prohibited and may result in legal action.

By using the YPD/RideMinder Passenger app or online platform, clients agree to the collection and use of data as outlined in YPD's separate Privacy Policy. Measures such as encryption are employed to ensure secure transactions and communication. Clients experiencing technical issues with the YPD/RideMinder Passenger app or platform should contact support at [support@ypd.au](mailto:support@ypd.au). Feedback is welcome and will be used to improve the platform.

By accessing or using the YPD/RideMinder Passenger app or online platform, clients confirm their agreement to these Technology Usage Terms. Non-compliance may result in restricted access to YPD services, cancellation of bookings, and legal proceedings to enforce these terms.

## Site Usage Terms and Conditions

### Acceptance of Terms

By accessing and using the website of Your Professional Driver ("we," "us," or "our"), you confirm your agreement to these terms and conditions ("Terms"). Use of the website constitutes unconditional acceptance of these Terms.

### Modification of Terms

These Terms may be updated at any time. Revised Terms will be published on this page, and continued website use signifies acceptance of any changes.

## Use of Website

The website must not be used for unlawful or prohibited purposes. Interference with its functionality or security is strictly forbidden.

## Copyright and Trademarks

All website content is the exclusive property of Your Professional Driver and is protected by applicable intellectual property laws. Unauthorised use or reproduction is strictly prohibited.

## Privacy Policy

Your use of the website is governed by our Privacy Policy, accessible on our website.

## Transaction Currency

All transactions on the website are processed in Australian Dollars (AUD).

## Pricing

Displayed prices are subject to change. Agreed prices at the time of booking will be honoured for that specific booking only.

## Payment Processing

Payments are securely processed using Stripe (or in exceptionally limited circumstances Zeller). Customers are responsible for ensuring payment details are accurate during booking.

## Offloaded Jobs from Other Operators

Operators using Your Professional Driver accept that their jobs are subject to these Terms, as well as all applicable policies referenced herein.

## Contact Information

For inquiries, email us at [hello@ypd.au](mailto:hello@ypd.au).