

# **AMERICRUZER CARS FAQ's**

## **How much does it cost to hire the cars?**

As each wedding is different and unique, and requirements vary for each couple getting married, we tailor the package to suit your needs. This way you are not paying for something you don't require. To get an accurate quote, please submit your booking request and we will contact you to discuss your day.

## **What areas do you cover?**

We cover the Wollongong area between Helensburgh and Kiama generally however we will consider any requests from the Sydney Metropolitan Area, Southern Highlands or other nearby areas if possible. So please contact us for a personal quote.

## **How far ahead should we book?**

Choosing and booking wedding cars is a decision that should be high on the list, especially if you want to hire something classic and special. Generally couples will book their chosen cars 3 to 6 months in advance. That way you avoid disappointment by not having to compromise.

## **Can we make a provisional booking?**

Yes! If the date is available, we hold the car(s) for up to 7 days whilst you confirm the availability of the church and reception venue.

## **How do I make a booking?**

There are several ways to make a booking which include:

You can contact us by phone to discuss your requirements and the availability of our cars.

Visit our website and send us a message asking us to contact you.

By completing our booking form which can be downloaded from our website or alternatively we can email it to you.

Once availability is confirmed and you have completed your booking form, we will send you our Invoice for the deposit which needs to be paid in order to secure your booking. Deposits can be made via electronic bank transfer (EFT), or credit card (2.4% surcharge applies).

The balance of the hire fee is due 14 days prior to your wedding.

## Will the price change?

If you have a confirmed booking with us and have paid your deposit, the price that you have agreed with us will not change, provided there are no changes to the contract requested and the completion time is not overrun on the day.

## I booked the cars for 3 hours but I am concerned that I might need to use them for longer. If I do go over the 3 hours do I need to pay more?

The time frame you booked the car or cars for is always paid two weeks before the wedding day as per our terms and conditions. However you are able to increase the time frame and pay the extra rate applicable to the car/s booked. **IMPORTANT NOTE:** Extra overtime or waiting time that has not been paid in advance will be due and payable in the wedding day on arrival at the final destination in cash. The overtime rate is calculated by the quarter hour per vehicle hired. Your head chauffeur will advise you if and when you are heading toward running over and advise that you will be required to pay more. An invoice showing the payment will be provided to the nominated email address.

## Do you have a minimum hire time?

We work on a minimum time of 3 hours with additional time charged in 15 minute intervals. Normally, we collect the bride and bridesmaids, take them to the ceremony location, wait until the conclusion of the ceremony, then take the bridal party onto the photo shoot and then onto the reception venue. So the hire time is really dependent upon on distances and time spent at each location.

## When does the hire time start and end?

The hire time starts at the first pick location and finishes when we drop you at the reception location at which time you generally no longer require the car(s). We don't charge for travel time from our showroom.

## How many people can you fit into each car?

Our classic cars will comfortably seat four adults plus the chauffeur.

## **Do I have to wear cars seat belts?**

All our vehicles are equipped with seat belts and as such all passengers travelling with Americrucercars, must wear a seat belt at all times while in the vehicles.

## **Can I bring children passengers?**

Any children under the age of 10 years or <138cm tall, are not to travel in the front seat of our vehicles. Any child up to the age of 7 years must be correctly restrained in an approved child seat restraint suitable for their age & size. Our vehicles are not equipped with child restraints and therefore we cannot transport children under the age of 7 years.

The client is responsible for all passengers and must provide documented confirmation of the age of child passengers.

## **Are you available for a Weekday Wedding?**

Our cars are available any day of the week except Christmas Day.

## **What happens if the car we have book becomes unserviceable or breaks down?**

We hope that this situation does not occur.

Our cars are thoroughly serviced at the correct intervals and are covered by NRMA Road Service to minimize any unforeseen events. However, just like modern cars, the unexpected can happen.

Given sufficient warning, we will arrange with your agreement, to provide an alternate vehicle or arrange a full refund of any moneys paid to that date.

## **What can we expect from our chauffeur?**

Your chauffeur will be attentive in every possible way.

This includes assisting your entries and exits from the wedding car; arranging your wedding dress, serving champagne (brought by client) and light refreshments and generally assisting in any other way, to ensure your experience is memorable for all the right reasons.

## **Can we have coloured ribbons on the car/s?**

Our cars come with plain traditional white satin ribbons.

However, should you prefer another colour we can install it if you supply it. When supplying the ribbons they need to be 40 -50 mm wide and 8 metres in length.

## **Are you licensed to operate wedding cars?**

Americuzercars is accredited with the NSW Point to Point Transport Commissioner -  
Authorisation No: BSP-411261

## **Are your vehicles available for inspection?**

Inspections can be arranged by appointment.  
We welcome you to inspect our vehicles at our Wollongong Showroom before booking.

## **Are your cars air-conditioned?**

All our cars are air-conditioned.

## **Can we bring our own music?**

All our cars are fitted with CD players.

## **Can we smoke?**

All our wedding cars are non-smoking.

## **Are the people in my wedding party covered by accident Insurance?**

YES! You and all the parties carried by Americuzercars are covered by law via third party registration motor vehicle insurance.

## **If damage is caused to the cars do I need to pay?**

All and every client we carry will be liable for all damages caused by malicious damage to any part of the vehicle or vehicles.

Our vehicles leave our depot fully prepared for your wedding, they are in the very best polished, tidy condition and it is expected the cars to return in the same order. Therefore in the case where our vehicle or vehicles are placed into overly dirty condition by any party related to your wedding. The hiring parties will be held liable for the total cost of the extra cleaning or any repairs including loss of income or any re-sanitation caused by uncontrolled body functions.