

Customer rights

As a customer, it is your right to:

- not be charged more than the agreed fare when travelling by limousine or Special Purpose Limousine
- be given a written receipt on payment of the fare for a limousine journey
- see Driver Authorisation and Operator Accreditation details upon request
- direct the destination and route taken
- be accompanied by an assistance animal if required (please inform the company at the time of booking)
- be provided with a driver who is presentable, courteous and on time
- be provided with a driver who knows the major routes and destinations
- be carried in a clean and roadworthy luxury vehicle
- be provided with the type of vehicle requested when booking.

Customer responsibilities

As a customer, it is your responsibility to:

- agree on the fare before the journey begins
- pay the correct fare in full including booking fees
- give proof of ability to pay the fare, or give a deposit, if requested
- behave in a civil and orderly way
- not damage or soil the vehicle
- not smoke in the vehicle
- not consume food or drink in the vehicle unless the driver or operator permits it
- comply with any reasonable request by the driver to leave or not enter the vehicle
- not request the driver to exceed the number of passengers permitted to be carried in the vehicle.

Tip: visit www.transport.qld.gov.au for a copy of the legislation, regulation or standards relating to limousines.

Dangers of not using a licensed limousine

- Vehicle may not be of luxury motor vehicle standards.
- Vehicle may not pass safety requirements and will not have correct compulsory third party (CTP) insurance in the event of an accident.
- The driver may not hold driver authorisation to operate a public passenger vehicle.

Disputes

You can contact Queensland Transport about the service you have received. Please provide a company or business name and contact details including telephone number, registration plate number of the vehicle and the driver's name if possible. All complaints will be investigated.

Contact details

Queensland Transport
Passenger Transport Division

PO Box 673
Fortitude Valley QLD 4006

Phone 13 23 80
Website www.transport.qld.gov.au/limousine
Email fastinfo@transport.qld.gov.au

Industry links

Limousine Association Queensland

Phone 07 3395 4854
Facsimile 07 3395 4853
Website www.laq.com.au



Limousine Users Guide

This guide has been developed by Queensland Transport in consultation with industry to assist individuals and businesses in choosing an authorised limousine operator.

The guide aims to help potential and existing limousine customers about how to identify safe, properly insured and legitimate operators when hiring a limousine. It will also assist to minimise confusion between the role of limousines and taxis.

What is a limousine service?

A limousine service is an unscheduled public passenger service provided by a luxury motor vehicle operating under a limousine service licence. The journey is pre-booked and the fare is agreed before the journey begins.

A taxi service is a demand responsive service which can be hailed by members of the public or hired by waiting at a rank.

Types of limousine services

There are two types of limousine licences in Queensland:

1. limousine service licence
2. Special Purpose Limousine service licence.

Limousine service licence

The majority of limousines operate under this licence. These limousines can be hired for occasions such as weddings, formals, parties, airport transfers, corporate functions, tours or any other special occasion.

Tip: a vehicle operating on a limousine service licence must be a luxury motor vehicle as defined in Schedule 4 of the *Transport Operations (Passenger Transport) Regulation 2005*. Vehicles are subject to vehicle standards and six monthly Queensland Transport vehicle inspections.

Tip: for more information on limousine licensing visit www.transport.qld.gov.au

Special Purpose Limousine service licence

This limousine service is restricted to weddings, formals and tourist services. Vintage and classic vehicles 30 years old or more are eligible to operate under this type of licence. In addition, stretch passenger cars may be used on reaching the maximum age permitted for a standard limousine licence. After this age they can operate as a Special Purpose Limousine.

How do I book a limousine?

1. Search the internet or yellow pages for a limousine company.
2. Select three or four different companies to obtain quotes and compare prices.
3. Be careful. There are persons offering limousine services without being licenced. Ask the operator for their Operator Accreditation number and contact Queensland Transport to check the accreditation is current.
4. Select the company you feel most comfortable with and place your booking.
5. Remember to ask for a booking confirmation.

Tip: confirm booking details – limousine companies can supply you with a written receipt either via email or post.

What should I ask when making a booking?

- What type of vehicle(s) are available? More specifically:
 - seating capacity, for example, how many people can fit?
 - what is the age and colour, for example, white/black?
 - are there any special features, for example, DVD player or electric divider screen?
- Is my preferred vehicle available on the intended booking date?
- How long is the vehicle available for on this date(s)?
- What are the hire and booking costs?
- What is the operator's policy on refreshments in the vehicle?
- Are there soilage and damage fees?
- Are there any other costs?
- What is the booking confirmation process?

Tip: if you are booking a limousine for a special occasion, such as a wedding or formal, ask if you are able to inspect the vehicle beforehand to check that it is what you want. Alternatively, ask if the hirer has vehicle pictures on their website.

Tips when using a limousine service

1. Check the vehicle number plate. Registered limousines have distinctive number plates.
 - Limousine number plates start with the letter L.
 - Special Purpose Limousine plates start with the letters SL.
2. Check that the company you book with has Operator Accreditation and the driver has Driver Authorisation.
3. Confirm with the company which vehicle you will be provided with.

What information should I provide?

Some information you may need to advise the limousine operator:

- the number of people travelling
- the expected time of pick-up, drop-off and total time required for hiring
- if there will be any pick-up/stops along the way
- the pick-up address and destination for each stop along the way
- if you will be bringing your own party supplies/refreshments (if allowed).

How much will it cost?

The fare for a limousine service is agreed at the time of booking. Limousine fares are based on a variety of factors such as:

- time of year
- type of limousine
- geographic area
- distance travelled
- type of service.

Tip: all operators of limousine services must hold current Operator Accreditation and their drivers must have current Driver Authorisation.