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QT LUXE

— QUEENSTOWN —
TRANSFERS



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Luxury Airport Transfers & Private Day Tours Queenstown • Central Otago • South Island • North Island

QT LUXE TRANSFERS

TERMS & CONDITIONS

Dated: 28 August 2026

Business: QT Luxe Transfers

Location: Queenstown, New Zealand

WhatsApp: (+64) 21 278 8915 | **Telephone:** 0800 333 569

Email: booking@qtluxetransfers.co.nz

1. About These Terms

These Terms & Conditions apply to bookings and services supplied by QT Luxe Transfers ("QT Luxe", "we", "us" or "our").

By requesting, confirming, or paying for a service, the person making the booking ("Customer", "you" or "your") agrees to these Terms & Conditions together with the specific details contained in the booking confirmation or quotation.

Where a particular booking has additional written conditions, those conditions will apply to that booking where expressly agreed.

Nothing in these Terms limits or excludes any rights or remedies you may have under New Zealand law, including rights that cannot legally be excluded or contracted out of.

2. Our Services

QT Luxe operates a private fleet of executive vehicles with dedicated Ambassador Drivers across the following Service categories.

- Point-to-Point Transfers - flexible hourly transfers within and around Queenstown.
- Airport Transfers - door-to-door service to and from Queenstown Airport (ZQN).
- Half-Day Tours - approximately 4-hour private sightseeing tours, returning to base.
- Full-Day Tours - 8-to-12-hour private touring itineraries across the wider Otago and Southland region.
- Destination Transfers - 8-to-12-hour one-way inter-city transfers across the South Island.
- Ski Field Transfers - one-way alpine transport to Coronet Peak, The Remarkable and Cardrona.
- Multi-Day Tours - bespoke multi-day South Island itineraries, quoted individually.
- North Island Tours - bespoke North Island itineraries, quoted individually.

Services may be provided using different vehicles depending on passenger numbers, luggage, availability, route requirements, and operational considerations.

A vehicle shown on the website is illustrative of the fleet and does not necessarily guarantee that exact vehicle for every booking unless specifically confirmed in writing.

3. Bookings & Inquiries

A Booking is submitted via our website booking engine, by telephone, email, or WhatsApp. Submitting a request does not guarantee vehicle availability.

A Booking is only confirmed once our dispatch team has reviewed your request and issued a written confirmation. Until confirmed, quoted rates and vehicle availability remain subject to change.

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Multi-Day Tours and North Island Tours are quoted individually based on your proposed itinerary, travel dates, and guest numbers, and are confirmed only once you have accepted the written quotation.

You are responsible for ensuring all Booking details - including pickup address, drop-off address, date, time, flight number (where applicable), and guest numbers - are accurate. QT Luxe is not liable for delays or additional charges arising from incorrect information supplied at the time of Booking.

4. Quotations and Prices

Prices are based on the information supplied at the time of booking.

Optional extras - including child seats, booster seats, extra luggage allowance, and live commentary — are charged in addition to the base fare at the rates confirmed at the time of Booking.

Waiting time beyond any complimentary allowance stated in your Booking confirmation is charged at our standard hourly rate.

5. Payment

Payment instructions will be provided by QT Luxe following confirmation.

Once your Booking is confirmed, you will receive a secure, encrypted payment link by email. We accept all major credit cards and direct bank transfer. Full payment (or a deposit, where specified in your quotation) is required to lock in your reservation.

A booking is not considered secured until the required payment has been received unless QT Luxe has expressly agreed otherwise.

For bespoke, multi-day, peak-period or large-group bookings, a deposit or staged payment schedule may apply.

6. Currency

All prices are quoted in **New Zealand Dollars (NZD)**.

Where a third-party service is priced in another currency, the applicable amount may vary according to the supplier's pricing and exchange rate.

7. Passenger Numbers and Vehicle Capacity

The Customer must provide accurate passenger numbers when booking. The number of passengers must not exceed the legal or operational capacity of the vehicle.

QT Luxe may require a different vehicle where the passenger group, luggage or equipment cannot safely be accommodated in the vehicle originally requested. Any resulting price difference will be advised before the revised service is provided where reasonably practicable.

Bookings are allocated a vehicle from our fleet appropriate to guest numbers and luggage requirements.

QT Luxe reserves the right to substitute a vehicle of equivalent or higher standard due to maintenance, availability, or operational requirements, without reducing the standard of service.

8. Luggage

Each Guest is entitled to one main bag and one handbag free of charge. Additional or oversized bags may require the Extra Luggage add-on or a larger vehicle and are subject to a surcharge. QT Luxe cannot guarantee that all luggage can be accommodated if it has not been disclosed at the time of booking.

The Extra Luggage add-on accommodates items such as ski and snowboard bags, golf equipment, musical instruments, and wheelchairs, subject to available space being confirmed at the time of Booking.

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QT Luxe is not liable for items left behind in a vehicle. Reasonable efforts will be made to return lost property, and a delivery or courier fee may apply. Passengers remain responsible for their personal belongings.

9. Passenger Responsibilities

- Guests must be ready at the confirmed pickup location at the confirmed time. Failure to be ready may be treated as a late cancellation.
- Guests must comply with all reasonable instructions given by the Ambassador Driver, including seatbelt use, luggage placement, and safe loading/unloading of equipment.
- QT Luxe reserves the right to refuse carriage, or to end a journey early, where a Guest's conduct is abusive, dangerous, or puts the safety of the driver, vehicle, or other passengers at risk, or where a Guest appears to be under the influence of alcohol or drugs to a degree that presents a safety risk. No refund is payable in these circumstances.
- Smoking, vaping, and the consumption of illicit substances are prohibited in all vehicles. Additional cleaning or restoration costs resulting from smoking or vaping may be charged to the responsible Customer.
- Guests are responsible for any damage caused to a vehicle by themselves or their party (including soiling requiring professional cleaning), and QT Luxe may charge a reasonable cleaning or repair fee in such circumstances.

A driver may refuse to continue a journey where passenger behaviour creates a genuine safety risk.

10. Child Seats

New Zealand law requires children to travel in an approved child restraint appropriate to their age and size. Child seats and booster seats are available on request for an additional fee and must be requested at the time of Booking so the correct restraint can be allocated.

Where a suitable restraint has not been pre-booked and is legally required, QT Luxe reserves the right to delay departure or decline carriage of the child concerned until a suitable restraint is available.

Child seats must be requested in advance and are subject to availability.

The parent, guardian or accompanying adult remains responsible for ensuring the child is correctly seated and secured.

11. Liability

Nothing in these Terms excludes, restricts, or modifies any right or remedy that cannot lawfully be excluded under the Consumer Guarantees Act 1993 or the Fair-Trading Act 1986.

To the maximum extent permitted by law, QT Luxe's total liability arising from any Booking is limited to the amount paid for that Booking, and QT Luxe is not liable for any indirect or consequential loss, including missed connections, missed activities, or loss of enjoyment, except where such loss arises from our negligence.

We strongly recommend Guests hold their own travel insurance covering trip delays, cancellations, and personal belongings.

12. Airport Transfers

For airport transfers, customers should provide accurate flight information wherever possible.

QT Luxe may monitor scheduled flight information and adjust the collection time for flight delays where the relevant flight information is available to us.

Airport waiting arrangements are subject to the allowance stated in the booking confirmation.

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If the passenger cannot be located or does not make contact after the applicable waiting period, the booking may be treated as a no-show.

Additional waiting time may be chargeable where applicable.

13. Airport Delays and Changes

Flight schedules can change without notice.

Customers should contact QT Luxe as soon as possible if:

- a flight is cancelled.
- the flight number changes.
- the passenger is rebooked.
- baggage is significantly delayed; or
- the arrival airport changes.

QT Luxe will make reasonable efforts to accommodate changes, subject to vehicle and driver availability.

14. Waiting Time

Waiting time included in a particular service will be stated in the booking information or quotation.

Additional waiting may be chargeable in hourly increments.

15. Point-to-Point Transfers

Point-to-point services are intended for direct transportation between agreed pickup and drop-off locations.

Unless specifically agreed, the service does not include extended waiting, sightseeing, multiple additional stops, or touring. Additional stops or route changes may result in additional charges.

16. Ambassador Tours

Ambassador Tours are private vehicle-and-driver services intended for flexible occasions such as corporate travel, weddings, golf, private events, wine experiences, executive travel, and bespoke local touring.

Ambassador Tours are not intended to be booked as a simple one-way transfer unless specifically agreed.

The vehicle and driver remain dedicated to the Customer for the agreed service period.

17. Half-Day Tours

Half-Day Tours provide a private sightseeing experience over the agreed touring period.

The service may include scenic drives, viewpoints, photography opportunities, and reasonable comfort stops. Unless expressly included in the booking, attraction admission, meals, and other paid activities are not included.

The final itinerary may be adjusted to suit road conditions, timing, availability, and the Customer's preferences.

18. Full-Day Tours

Full-Day Tours provide private vehicle and driver services for extended sightseeing.

The itinerary may include multiple scenic locations and agreed stops. The service does not automatically include attraction admission, meals, activities, or other third-party expenses.

Where a full-day itinerary is sold as a one-way destination transfer, the service conditions will be specified in the booking.

19. Destination Transfers

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Destination Transfers cover private travel between Queenstown and other South Island destinations. Examples include Wanaka, Christchurch, Dunedin, Franz Josef, and other agreed destinations.

For one-way services, the final drop-off location will be the destination specified in the booking. Where a specific city drop-off point is required for operational reasons, this will be advised before confirmation.

Accommodation, meals, attraction admissions, and other third-party services are excluded unless specifically stated.

20. Ski Field Transfers

Ski Field Transfers are subject to weather, road conditions, mountain access restrictions, and ski-field operating conditions.

Customers should be prepared for delays caused by winter conditions.

Ski equipment must be disclosed when booking so suitable vehicle capacity can be assessed.

QT Luxe does not guarantee ski-field opening, snow conditions or the availability of ski facilities.

21. Multi-Day Tours

Multi-Day Tours are individually planned services.

A booking may include:

- dedicated vehicle and driver.
- agreed daily touring hours.
- specified destinations.
- agreed sightseeing stops; and
- overnight travel arrangements.

Unless expressly stated, accommodation, meals, attraction tickets, activities, ferry fares, flights, and other third-party services are not included.

22. Road, Weather and Safety Conditions

QT Luxe will make all reasonable efforts to complete your journey as booked. However, we are not liable for delay, alteration, or cancellation of a Service arising from circumstances beyond our reasonable control, including but not limited to severe weather, snow, road closures, alpine pass closures, flooding, landslides, civil emergencies, mechanical failure despite reasonable maintenance, or government restrictions.

QT Luxe may alter, delay, shorten, reroute or, where necessary, cancel part of a journey if continuing would create an unacceptable safety risk.

23. Third-Party

QT Luxe may transport customers to activities or attractions operated by independent suppliers.

QT Luxe is not the operator of those third-party activities unless expressly stated.

The supplier's own booking conditions, cancellation policies, safety requirements, and operating restrictions may apply.

24. Cancellation

Cancellation terms will be stated in the booking confirmation or quotation where specific terms apply.

QT Luxe may apply cancellation charges based on the timing of cancellation, the type of booking and non-refundable commitments made on behalf of the Customer. Peak-season, large-group, bespoke and multi-day bookings may have different cancellation conditions.

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25. Cancellation by QT Luxe

- No charge 7+ days prior
- 50% fee 3-6 days prior
- 100% fee within 48 hours or no-show

QT Luxe may cancel or materially modify a service where circumstances make the service unsafe, unlawful, or impracticable.

Where cancellation is initiated by QT Luxe and the service cannot be rescheduled, QT Luxe will discuss the appropriate remedy with the Customer, considering amounts paid.

26. No-Show

A passenger who does not attend the agreed pickup location within the applicable waiting period may be treated as a no-show. No-show charges may apply.

Customers should contact QT Luxe immediately if they are unable to locate the driver or expect to be delayed.

27. Payment Providers and Third Parties

QT Luxe may use third-party providers for payment processing, booking technology, communications, mapping, website hosting, and other operational services.

Where required, information may be shared with these providers solely to enable the relevant service.

Apart from this, Freedom Tourism T&C applies to bookings.

28. Website Information

We aim to keep website information accurate and current. Images, vehicle photographs, route descriptions, journey times, and examples may be illustrative.

29. Complaints

If any part of your journey does not meet your expectations, please contact our dispatch team as soon as possible - so we can address the matter promptly. Complaints should include booking details and description of the issue.

30. Business and Corporate Bookings

Where a booking is made by a company, travel agent, tour operator or other business, additional commercial terms may be agreed. Any agreed written commercial terms will form part of the booking arrangement.

31. Governing Law

These Terms are governed by the laws of New Zealand. Any dispute will be subject to the applicable jurisdiction of New Zealand, subject to any rights available under New Zealand consumer law.

32. Changes to These Terms

QT Luxe may update these Terms from time to time. The Terms applicable to a confirmed booking will be those provided or referenced at the time of confirmation unless a change is required by law.

Contact

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