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Terms and Conditions

- All Rates include a personalised Meet & Greet Welcome Service at the Airport. Your driver will meet you in the arrivals hall displaying a name board.
- Rates include fuel and toll fees.
- Rates exclude portorage, gratuities, refreshments and expenses of a personal nature.
- Rates are based on standard air-conditioned vehicles (not luxury) unless otherwise specified / booked.
- Baby Chairs are available (additional surcharge of R 50.00 per chair, per transfer). Please specify the age/s of child/ren when making a reservation.
- Trailers are available (additional charge of R 150.00 per trailer, per transfer). Please advise if this is required when making a booking.
- Waiting time is charged at R 350.00 per hour or part thereof
- A surcharge of R 50.00 applies for all transfers done before 06h00 and after 18h00.
- All luggage only transfers will be charged at the applicable vehicle rate.
- Rates are quoted in South African Rand (ZAR).
- All transfers are strictly a private service.
- Cancellations within 2hours of pick up time, or unless the vehicle has been dispatched, will be subject to 100% cancellation penalty
- Bookings, cancellation or amendments to any service may be made in writing or telephonically (after hours only, to be followed up in writing to the Airport Express office). No changes will be accepted by the driver/guide.
- Failure by the client to make use of a service as pre booked and without prior notice of cancellation, the client will be responsible for the full service charge .
- It is the responsibility of the client to notify Airport Express of any changes to their scheduled itinerary or flight.

- Should a flight be cancelled or changed, it is the responsibility of the client to re-book the transport arrangements.
- Airport Express follows a non-smoking policy in all its vehicles.
- Airport Express will not be held responsible or liable for any damage to, loss of property, injury or death, which may occur whilst using the service.
- The Driver has the right to refuse any client passage who in his/her opinion is a danger to the driver, vehicle or other passengers within the vehicle either by seatbelt or in a child's seat