Terms & Policies

CANCELLATION POLICY

All down payments, including the 5% transaction fee, are **strictly non-refundable**. We kindly ask that you notify us of any cancellations as soon as possible.

If full payment has been completed prior to the service:

- Cancellations made at least **7 days prior** to the scheduled service date are eligible for a **full refund**, excluding the down payment and transaction fee.
- Cancellations made between **3–6 days prior** to the service date are eligible for a **50% refund** of the total amount paid.

- Cancellations made within **48 hours**, same-day cancellations, or no-shows are strictly non-refundable and will be charged the **full service fee**.
- Failure to complete payment for such cases may result in a **permanent ban** from using our services.
- The 5% transaction fee is non-refundable.

WAITING TIME POLICY

- **Airport Arrivals** (based on actual landing time): **90 minutes** complimentary. After that, ¥2,000 per 15 minutes per vehicle.
- **Airport Arrivals** (with specified pick-up time): **30 minutes** complimentary. After that, ¥2,000 per 15 minutes per vehicle.
- **Airport Departures & Point A to B Services: 15 minutes** complimentary. After that, ¥2,000 per 15 minutes per vehicle.

PRIVATE TOUR POLICY

- Includes up to **10–12 hours** of service (depending on the tour) from scheduled pick-up to drop-off.
- All private tours are offered as **fixed packages** — reducing the duration of the service will not affect the agreed price.
- Any time beyond this will be charged at ¥2,000 per 15 minutes per vehicle.
- Overtime between **22:00 and 6:00** will be charged at ¥3,000 per 15 minutes per vehicle.

ELITE DRIVER JAPAN

PROFESSIONAL CHAUFFEUR & TRANSFER SERVICE

PRICE POLICY

- All quoted prices are based on the time of booking and may vary depending on seasonal demand, last-minute changes, or operational adjustments.
- Prices are confirmed upon reservation and may be updated if booking conditions change.

PAYMENT TERMS

- Kindly pay **in cash to the driver** at the end of the service, unless other methods (e.g., PayPal, card, invoice) are agreed upon in advance.
- For online payments, a **5% transaction fee** will apply.
- All down payments, including the transaction fee, are **non-refundable under any circumstances**.

POLICY ACKNOWLEDGEMENT

By receiving this confirmation, the client is deemed to have read and agreed to all policies outlined above. If no questions are raised prior to the service date, we will consider the terms acknowledged.

Elite Driver Japan is not liable for any claims of unawareness after confirmation is sent.