



Last-Minute Booking Procedure

To ensure service quality and timely supplier arrangements, the following procedures apply to all last-minute booking requests.

1. Bookings Requested 45 Days / 6 Weeks or Less Prior to Arrival

- Confirmation is required **no later than 21 days prior to arrival**.
 - Provisional bookings can be held for **up to 7 days**, subject to supplier conditions.
 - A **full invoice will be issued upon confirmation**.
 - Certain services, including **Meet & Greet and Directions**, are available **on request only**.
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2. Bookings Requested 14 Days / 2 Weeks or Less Prior to Arrival

- Confirmation is required **no later than 7 days prior to arrival**, with **immediate payment upon confirmation**.
 - Provisional bookings can be held for **up to 3 days**, subject to supplier conditions.
 - Only bookings from **preferred partner agents** are accepted within this timeframe; other requests may regrettably be declined.
 - A **full invoice will be issued upon confirmation**.
 - **Meet & Greet and Directions** remain available **on request only**.
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3. Bookings Requested 7 Days / 1 Week or Less Prior to Arrival

- All bookings within this timeframe are subject to **management approval prior to quoting**.
 - **Immediate payment is required within 2 days** of confirmation.
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Important Notes

- All last-minute bookings are subject to **availability** at the time of confirmation.
- Failure to meet confirmation or payment deadlines may result in:
 - Release of provisional bookings, or
 - Inability to guarantee requested services.

This procedure allows us to maintain our service standards while accommodating urgent travel requirements wherever possible.

