



## FREQUENTLY ASKED QUESTIONS

<b>1.</b>	<b>How often do the shuttles run?</b>  We offer a 24 hours a day, 7 days a week, 365 days of the year service. The shuttles run on a 'on demand' basis and we aim to limit any waiting time you may experience to a minimum.
<b>2</b>	<b>Is the parking area secure?</b>  We offer yard parking/storage with a combination of either-&-or; security fencing, patrolling, video surveillance, electronically monitored or electrically powered perimeter, 24 hour staff.
<b>3</b>	<b>How much time do we need to allow at the depot before we are due to check-in?</b>  Please be with us at least 30 minutes prior to when you need to be at the airport so we can be sure of getting you to the airport in good time. If you are running late we recommend you drive straight to the airport and park there. Call us to confirm this is what you are doing and we can arrange a full refund of any pre-paid parking.
<b>4</b>	<b>Can you shuttle us to our hotel instead of the airport?</b>  We cannot guarantee this - our service provides free shuttle transfers between our depot and the airport terminals. By all means ask the driver however we will only accommodate this request where it does not jeopardise the plans of other customers.
<b>5</b>	<b>Is it cheaper to book online or over the telephone?</b>  There is no difference in cost however our online service never sleeps and is able to provide instant confirmation 24 hours a day.
<b>6</b>	<b>Do you provide car seats?</b>  Car seats and booster seats available on request.
<b>7</b>	<b>Can the shuttle cater for large objects such as surfboards and Bicycles?</b>  The shuttles have a limited amount of space depending upon how many people and cases we are transferring so we would always recommend dropping larger items at the airport before driving to our depot.
<b>9</b>	<b>What is the difference between Breakaway and Flyaway?</b>  There is no real difference. Flyaway has been the online booking arm of Breakaway for several years but having two names caused confusion amongst our customers and so we are now focusing on the one brand - Flyaway. Rest assured though we are still the same team of people, with the same great prices providing the same great service.
<b>10</b>	<b>Do you charge a cancellation fee?</b>  We appreciate that plans change so if you book and pay online and are unable to travel please call us to cancel your reservation and request a refund. Please note that we do not refund 'no-shows'
<b>11</b>	<b>Where are you?</b>  Our address is 3 Verissimo Drive, Mangere 2022. You can download a map here <a href="http://flyaway.co.nz/find-us/">http://flyaway.co.nz/find-us/</a>

13	<p><b>How early can I arrive?</b></p> <p>We are open 24/7, 365 days of the year.</p>
14	<p><b>Can I change my rego?</b></p> <p>No problem, just reconfirm your vehicle details with our reception staff when you arrive.</p>
15	<p><b>Don't know my return date, does that matter?</b></p> <p>No, if you book by telephone we will make notes accordingly and you can pay on your return - note we cannot release your car until your account is paid.</p> <p>If you book online, pick your most likely return date and pay. If it changes you can pay the difference on your return or we can refund you if you have overpaid.</p>
16	<p><b>How do I contact you when I return?</b></p> <p>Using either your cellphone or one of the public telephones in the Arrivals area call us on 0800 77 66 99 and select option 1 for shuttle pick up. The call will go to our driver who will advise where you need to go for pick up.</p>
17	<p><b>What happens if I come back and find damage to my vehicle?</b></p> <p>If you believe the damage was not pre-existing and insist that Flyaway caused it then we will discuss and investigate as necessary. Our terms and conditions detail our liability and responsibility and effectively say that unless it is a clear and definite result of Flyaways' negligence, which we sincerely hope it isn't, then there is not an automatic right of claim for damage. The reason we say this is that in our experience minor damage such as stone chips, scuffs and paintwork marks are already there. Some customers inspect their cars on their return, notice a mark they had not previously seen and claim the damage was caused by Flyaway. We ourselves know that in many cases this is highly unlikely to happen in our care because of how and where we store your vehicle. It is sadly true that we have experienced instances where some people have angled for free panel repairs by trading on our goodwill to instantly accept liability. If the prospect of damage worries you we recommend you allow longer to check in with us on your arrival and ask a staff member to go around the car with you minutely recording pre-existing damage. Otherwise you are leaving your vehicle in our care understanding the no-liability policy.</p>