



VERVE VOYAGE

VIP CHARTER SERVICE

Verve Voyage VIP Charter Service – Frequently Asked Questions (FAQ)

General Questions

Q: What is Verve Voyage VIP Charter Service?

A: Verve Voyage VIP Charter Service offers luxury transportation in Cape Town, featuring a fleet of high-end Mercedes V-Class vans for weddings, events, and special occasions.

Q: Where is Verve Voyage VIP located?

A: We are based in Cape Town, South Africa.

Booking and Reservations

Q: How can I book a ride with Verve Voyage VIP?

A: You can book a ride through our website, via email at bookings@vervevoyagevip.com, or by calling our hotline at +27 (0) 10 211 9645.

Q: How far in advance do I need to make a booking?

A: We recommend booking at least 24 hours in advance to ensure availability. For special events or large groups, please book as early as possible.

Q: Can I make a last-minute booking?

A: Yes, we accept last-minute bookings subject to availability. Please call our hotline for immediate assistance.

Services and Offerings

Q: What types of vehicles do you offer?

A: We offer a fleet of the latest Mercedes V-Class vans, equipped with luxury amenities and complimentary champagne service.

Q: Do you offer airport transfers?

A: Yes, we provide airport transfers to and from Cape Town International Airport. Please provide your flight details when booking.

Q: Can I book your services for a full day or longer?

A: Yes, we offer flexible booking options, including hourly, half-day, full-day, and multi-day services.



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Pricing and Payment

Q: How much does it cost to book your services?

A: Pricing varies based on the type of service, duration, and distance. Please contact us for a personalized quote.

Q: What payment methods do you accept?

A: We accept major credit cards, EFT payments, and Online Card Payments . For EFT payments, please refer to our banking details provided at the time of booking.

Q: Is a deposit required?

A: Yes, a deposit is required to confirm your booking. The remaining balance is due before the service begins.

Policies and Procedures

Q: What is your cancellation policy?

A: Cancellations made at least 24 hours before the scheduled service will receive a full refund. Cancellations made within 24 hours will be subject to a cancellation fee.

Q: What if my flight is delayed?

A: We track flight arrivals and will adjust your pick-up time accordingly. Please notify us of any significant delays.

Q: Are pets allowed in your vehicles

A: Pets are allowed on a case-by-case basis. Please inform us in advance if you plan to travel with a pet.

Safety and Security

Q: What measures do you take to ensure passenger safety

A: Our vehicles are regularly maintained and sanitized. Our chauffeurs are highly trained, professional, and background-checked to ensure your safety.

Q: Do your vehicles have insurance?

A: Yes, all our vehicles are fully insured.



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Contact Information

Q: How can I contact Verve Voyage VIP for more information?

A: You can reach us via email at bookings@vervevoyagevip.com or call our hotline at +27 (0) 10 211 9645

For any additional questions, please don't hesitate to contact us. We look forward to providing you with an unforgettable luxury travel experience.