

PRESTIGE

CHAUFFEUR SERVICES

Terms & Conditions (the small print)

As of 1st January 2011

- 1) It is the responsibility of the client to verify that the dates, times and addresses are correct on the confirmation form.
- 2) Cars & dates will only be reserved for 14 days from the first contact, until the deposit has been paid (Weddings only).
- 3) Bookings are not confirmed until the deposit has been paid (Weddings only).
- 4) All deposits are non-refundable.
- 5) The full outstanding balance must be paid four weeks prior to the wedding (weddings only)

6) Cancellation Policy

We at Prestige understand that plans can change and we make every effort to accommodate our customers.

Weddings

- a) If a booking is cancelled within one month of the requested pick up time we reserve the right to make a charge of 50% of the journey fare.
- b) If a booking is cancelled within one week of the requested pick up time we reserve the right to make a charge of 100% of the journey fare.

7) Airports & Other journeys

- a) If a booking is cancelled within 24 hours of the requested pick up time we reserve the right to make a charge of 50% of the journey fare.
- b) If the passenger does not appear at the designated time and pick up point the full journey fare will be chargeable.
- c) If there are any changes to the journey/s other than what was agreed at the time of booking, the client will be charged accordingly.

8) In the event of the vehicle that was agreed to be provided is not available (for any reason) the proprietor reserves the right to substitute a comparable vehicle provided that the proprietor shall give notice of such event as soon as possible, whereupon the client will have the option to withdraw from this agreement and will have the right to a refund of any sums (including deposit) paid to the settlement of any claims against the proprietor.

Although we will endeavour to meet deadlines, we accept no responsibility for delays however caused i.e. unforeseen extreme traffic conditions and for restrictions relating to vehicle access at any location.

9) In the event of any damage (internal or external) caused to the vehicle(s) by the hirer, the hirer's guests or any other party, the hirer will be liable for the repair costs in full. The charge for soiling (being sick) in any of our vehicles is £100.00. The driver may terminate the booking if the client or passengers cause excessive delays, are disorderly, use abusive language or in the driver's judgement are unfit to travel.

10) Under no circumstances are you allowed to smoke in any of our vehicles (it is against the law).

11) The maximum number of passengers allowed in any of our saloons is four.

12) Please ensure that all belongings have been accounted for before your chauffeur departs. We cannot guarantee that once your chauffeur has left you that they will be able to return items left in the vehicle to you immediately.

13) In the event of breach of this agreement on the part of the proprietor it is agreed that the liability of the proprietor shall not exceed the fee save where such limitation is not permitted by the Unfair Contract Terms Act 1977.

14) Bookings are only accepted on condition that the hirer understands and accepts the above terms and conditions. These terms and conditions will only come into effect upon payment of the deposit.