

# Terms and Conditions

1. Bookings are deemed confirmed once the deposit has been paid and a signed Booking Form received. Deposits must be paid within seven days of receipt of the invoice; cars will only be held for seven days without the deposit having been paid. A deposit of £75 is required for all types of booking.
2. Deposits are non-refundable and non-transferable to other dates or vehicles.
3. Alterations to the booking schedule must be made in writing and will only be made at the discretion of the company and may not be accepted if they conflict with another booking. Alterations may result in an extra charge being made.
4. Payment of the balance:-
  - For Weddings: The balance is due six weeks before the wedding date shown on the booking form. Non payment of the balance may result in the total amount of monies being owed, plus a monthly interest charge of 3% above the base lending rate of HSBC Bank on the outstanding balance.
  - For all other Chauffeur Service hire: The balance is due at least one week prior to the journey date.
5. Bookings may be available at short notice (within six weeks of the hire date); these bookings require the full balance to be paid at the time of booking.
6. Cancellations must be made in writing to the company:-
  - For Weddings: Cancellations received less than twelve weeks but more than six weeks before the wedding date require 50% of the balance to be paid. Less than six weeks requires 100% of the balance to be paid.
  - For all other Chauffeur Service hire: Cancellations less than two weeks but more than one week before the journey date require 50% of the balance to be paid. Less than one week requires 100% of the balance to be made.
7. All wedding contracts are based upon a maximum mileage of 50 miles and a booking of 4 hours duration, unless otherwise stated. At the discretion of the company, other additional journey's or services may be made or supplied free of charge. Such discretionary goods or services are in addition to the contract and therefore, not liable to refund if unavailable for any reason on day of hire.

For all other Chauffeur Service Hire, under the terms of the VOSA Licence, fees will be on the basis of a fare per person.
8. The company will make every effort to adhere to the service schedule, however, we can not be held responsible for situations and circumstances beyond our control. We will not be responsible for the consequences of any such delays or mishaps caused by others.
9. Any alterations made to the booking on the day of service or the requirement for extra time (including adhoc photo stops) will be at the discretion of the chauffeur and may incur an extra charge.
10. In the unlikely event of breakdown, the company will endeavour to supply an alternative vehicle. Should we be unable to supply another vehicle, a full refund will be offered. Should the principal client named on the hire contract decide to accept an alternative vehicle, then a part refund will be offered. We will not be held responsible for consequential loss resulting from vehicle breakdown.
11. Our chauffeurs will navigate the route to the destination based on experience, knowledge of the local area and the use of satellite navigation. The principal client may request a route; however, should this result in extra mileage or time being incurred then a charge may be levied.
12. The Beauford Cars have a roof that can be lowered on sunny days. This is at the discretion of the chauffeur and, due to the nature of the roof, only if two chauffeurs are available on the day of hire.
13. The principal client will be responsible for the conduct of all passengers during the hire and the company reserves the right to invoice or levy a charge to the client for any losses or damage sustained to any part of the vehicle/s caused by any passenger or a third party incited to cause damage to the vehicle. Acts of vandalism or malicious damage caused to the vehicles may result in prosecution.
14. Violence, foul language, intimidation or any form of anti-social behaviour towards our chauffeurs or any member of our staff will not be tolerated and will result in the immediate termination of the service and police involvement. In these circumstances and without prejudice to our other rights, the client must pay for the full price of the booking and we will have no responsibility or liability for any losses or costs to the client and passengers.
15. No food, drink or confetti will be allowed in any vehicles unless prior consent has been given by the company. A minimum charge of £100 will be applied to cover all cleaning and valetting costs caused by any passenger through food, drink, confetti or illness.
16. The company adheres to a strict no smoking policy in and around all our vehicles.
17. The maximum seating capacity, as detailed by the company at the time of booking, must not be exceeded (*see* Terms & Conditions, Seating Capacity & Children). The company requires notification at time of booking of the carriage of children. Our chauffeurs have the right to refuse the carriage of any person or child who has not been booked in advance or does not have the required child or baby seat.
18. All property and luggage remains at all times the responsibility of the passengers. The company accepts no responsibility or liability for any loss or damage, however caused, either whilst in transit or when left in the vehicle.
19. Our company follows strict guidelines of confidentiality and discretion for all customers details. Photographs are sometimes taken for the purpose of company publicity and promotion. Clients not wishing photographic material to be taken must inform the company in writing prior to the date of hire.
20. It is strongly recommended that the client purchases adequate travel / wedding insurance.
21. We reserve the right to amend or add to these Terms and Conditions at any time.

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[www.arriveweddingcars.co.uk](http://www.arriveweddingcars.co.uk)

*Proms, Weddings, Birthdays, Anniversaries, Children's Parties, Christenings*  
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