

Terms & Conditions

Please pay attention to highlighted areas

These terms have been designed to safeguard our business ethos, and to help us maintain an efficient and professional service for our clients.

In the event of a party booking one person must be the **Client**, and accept the responsibility for the members of his or her party. This person will be the only one that the driver will take any instruction or directions from.

We are a professional limousine company and do not operate like a Taxi service would, additional drop offs / pick ups, must be pre booked in advance. Any additional drop offs / pick ups not booked, will be charged at £30 extra per drop off / pickup (subject to drivers approval/Discretion)

Clients are booked for the agreed timing's (start collection and finish time), as per the booking confirmation, Any additional hours, or part hours are chargeable. EXAMPLE - If a car is booked for 9pm Collection and 2am Return, **Client** may wish to extend return time 10 mins - 1 hour, a further £90 or £180 is due, Price is subject to vehicle. SEE ABOVE. Note: An earlier start time may also accrue an extra charge, if different from original booking confirmation, please call 01592 643260 with any queries EXTRA TIME HAS TO BE PRE APPROVED WITH YOUR DRIVER, IN SOME INSTANCES, WE HAVE OTHER WORK BOOKED, AND TIME EXTENSIONS WILL NOT BE POSSIBLE. Should you exceed your RETURN collection time by more than 25 minutes, we reserve the right to cancel the booking. Should this occur, **client** accepts it is their responsibility to find alternative transport. Please note that Executive Cars and Limos Ltd. **OPERATE A NO REFUNDS POLICY**. We want our customers to have a worry free, and enjoyable experience, should extra time be required, please contact your driver

The **client** who books the limousine will be responsible for the conduct of all members of their party. Any damages to the limousine or to its fixtures caused by the **client**, a member of their party or by inciting others shall incur a One Hundred Pound (£100) "enforced downtime" charge in addition to the cost of the repairs and the loss of booked business whilst these repairs take place. A One Hundred Pound (£100) "sick" fee shall be charged if the **client** or a member or their party is sick inside the limousine plus the hourly cost or returning the limousine to our premises for valeting charged at Fifty Pounds (£50) per hour

We want you to enjoy your experience with us, these terms and conditions have been drawn up to outline our policy. We are a professional and friendly firm, we will try our hardest to ensure your booking is an enjoyable one

A Booking deposit per vehicle will be required; In the event of cancellation we have a NO REFUNDS POLICY for deposits.

All monies must be paid in full at least 14 days before date of hire. (unless at hirers discretion)

Cancellations are only accepted in writing and signed by the Client and must be received by us no later than 30 days prior to the hire date otherwise the full amount will be payable.

(no telephone calls, answering machine messages or Emails will be accepted as an acceptable cancellation)

Wedding cancellations must be received in writing by us no later than 90 days prior to hire otherwise the full amount will be payable.

Cancellations for Premieres/Cup finals or any other "high demand" event are not accepted. If your invoice number starts with the letters "HD" then this rule is in force for your booking.

PLEASE NOTE: Bookings are only confirmed on receipt of deposit, No Deposit = No Booking.

A small security fee may be levied for stag/hen parties, or large groups. Please call 01592 643260 for details

If the contract is paid by credit/debit card Executive Limos Ltd. hold a credit/debit number on file for that client, the client authorises us to charge that card for any costs incurred above.

Un-adopted, unmade, one way, single track, country, and width restriction roads can be a hazard for limousines, we retain the right for the driver to refuse entry into any terrain that he deems unsuitable. Our clients accept that it is their responsibility to make alternative transport arrangements should road difficulties be present

Executive Limos Ltd. cannot guarantee entry into any particular nightclub/venue. The management of the club/venue booked, reserve the right to refuse entry, and or implement an entry charge. It is the clients responsibility to adhere to the 'clubs' dress, conduct and entry rules. Terms and conditions of entry should be obtained by the client, prior to their arrival

If any individual displays aggressive behaviour, (this includes verbal abuse), Executive Limos Ltd. retain the right to cancel the hire period with immediate effect. Customers will have to find alternate transport, at their own expense

Smoking is not allowed in the limousines UNDER ANY CIRCUMSTANCES, breach of this condition will result in the immediate termination of the hire, and full payment of the agreed hire.

Executive Cars and Limos Ltd. cannot be held responsible for unforeseen traffic jams. We make every effort to get you to your venue on time

In the unlikely event of mechanical failure, Executive Cars and Limos Ltd. will provide replacement transport, subject to location, and time restrictions. In an emergency, it may not always be possible to provide a replacement limousine

Passengers in forward facing seats are required by law to wear seatbelts and for your safety we advise the wearing of seatbelts by all passengers.

Baby seats should be used in forward facing seats only

Although we will take care, we will not be responsible for any loss or damage to luggage or personal property left in the limousine during or after the rental period.

All rights reserved Executive Limos Ltd.