

# Platinum Luxury Cars

## Terms & Conditions

1. Customers will be charged for the travel booked. Any route changes, additional pick up's, drop off's may incur extra charges. Additional travel is at the discretion of the driver, his schedule and availability for that day.
2. Vehicles will only carry up to the stated amount of passengers which the hirer has designated and agreed with the company. We will not carry more passengers than we are legally permitted to.
3. Platinum Luxury Cars reserves the right to provide alternative vehicle(s) to carry out the hire in case of vehicle breakdown or other unforeseen problems arising such as delayed flight returns, although every effort will be made to provide an equally suitable vehicle. Platinum Luxury Cars reserves the right to sub-contract other vehicles where required. We will ensure they are vetted and meet our own high standards where possible.
4. The hirer is responsible for the passengers. Passengers failing to return on time may be left behind. Passengers affected by drunkenness or drugs may be refused permission to travel for the safety of the vehicle and the other passengers. The driver's decision is final. No refund will be available in these cases.
5. A soiling charge of £60.00 will be payable for a valet to any vehicle deemed soiled (at the driver's discretion) and charged to the person/business responsible for the hire.
6. Platinum Luxury Cars or their drivers will not be held responsible for the safety or custody of personal belongings, purchases, luggage or any other items carried by any passenger or left in the vehicle. Lost property should be reported to Platinum Luxury Cars and the police, in case it can be returned.
7. All passengers must wear seat belts provided in all vehicles. Platinum Luxury Cars accepts no responsibility or liability for injuries, accidents or death as a result of passengers failing to wear the seat belts provided. Personal child seats must be provided and secured by the passengers providing them. Platinum Luxury Cars will not be responsible for the safety or fitting of personal child seats.
8. Drivers are not able to take bookings. All future bookings should be made directly with Platinum Luxury Cars on 01604 644657. Platinum Luxury Cars will accept no responsibility or liability for bookings made with a driver and passengers may not be insured either.
9. Wedding car bookings – Platinum Luxury Cars will make every effort to keep vehicles clean. However, during wet days and travel on countryside roads, it may not always be possible to maintain the cleanliness of the exterior due to spray and mud. We will not accept liability for marks/stains/dirt on clothing or wedding dresses. We may require time to clean the entrance/exit if possible.

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## **Pre-booked Accounts Customer Travel**

### Cancellations of Pre-booked Work

- 7 full days notice is required to incur no charges for cancellation.
- Under 7 days notice will incur a 50% charge.
- Failure to show up will incur full costs of booking.

### Airport Transfers

- All passengers are required to inform us if delays occur at customs/immigration or for any other reason by phone. Failure to inform us within 2 hours of landing of any such problems will inevitably result in us leaving you there.
- Passenger must inform us if they do not board flights.

## **DISCLAIMER**

We accept no responsibility for missed flights, trains or buses for delays caused by road accidents, flooding or weather conditions, theft, congestion, terrorist attacks or acts of God. Customers should allow additional time for airport transfers outbound to cover for unexpected delays which may make you late for onward travel.

Every effort will be made by Platinum Luxury Cars and its drivers to get passengers to their destination on time or early. Passengers should check pick-up times and enquire about any known delays to ensure they leave with enough time to complete the journey ahead and arrive on schedule.

Delayed flight returns may be subject to vehicle changes. We have other customers booking travel, whose flights may be on schedule that also need collecting. Regular taxi's or minibuses maybe used for delayed flights, although we will try to provide executive vehicles where possible. We will still collect you.