

# SELF LIMOS

## Terms & Conditions

These conditions apply and supersede any previous conditions whether a contract has been made in writing or verbal.

## Basic Conditions

All Hirers must be over 18yrs of age.

The company may refuse, at its discretion, any booking without reason.

If any term within this agreement is found to be invalid, this does not deem the full agreement void, only that term, remaining terms remain valid and in force.

In the event that the hirer is a company, then that company is responsible for making the passengers aware of the agreements in place.

The chauffeur, in compliance with road traffic regulations, weather conditions, will determine routes travelled, whether the route is the shortest or not.  
This is determined by the vehicle restraints, i.e. the size and length of the vehicles.

By signing and returning or acceptance on line, the confirmation of booking, the client/hirer has entered into a binding agreement with *Self Limos*.  
Booking will not go ahead without the acceptance of the companies Terms & Conditions.

Any complaints should be put to the company within 24 hrs of the hire period, and followed with written confirmation, with full details.

## Booking – Payments – Cancellations

Secured with a non-refundable deposit of 25% (of total hire cost)  
Amount taken as deposit is **non-refundable** and must be made with either credit/debit card.

Full payment must be received prior to the journey being undertaken.

All cancellations must be received in writing in the agreed time period, with an acknowledgement of receipt from Self Limos.

Cancellations within 48hrs of the booked time are not possible. Hirers will then be liable for the full cost of the booking.

Full Amount will be deducted from credit/debit card.  
Company will only accept payment from credit/debit from the Hirer.

Reservations are accepted on a best endeavour basis, and the company may, at its entire discretion, cancel the agreement any time, prior to the date reserved. In this instance any monies including the deposit will be refunded.

If a booking is made for Christmas Eve, Boxing Day, or New Years Eve an additional surcharge of 50% will be made.

If the booking is made for Christmas Day or New Years Day then an additional surcharge of 100% will be made

Hirer may cancel the agreement 7 days prior to the booking and receive a full refund, (minus the non-refundable deposit).

Failure to pay the full amount in this time period may result in a cancellation of bookings.

Payments of the full balance (if not received at time of booking) becomes payable 7 days prior to the date of hire

Where payment is not received and past the due date, it will be deemed as a breach of agreement, full payment will then be immediately due from the hirer.

The company then reserves the right to cancel the agreement.

The fact that the hire may not take place as a result of this breach does not detract from the responsibility of the hirer to pay the full amount due.

The company requires the credit/debit cardholder that made the booking to be present at the date of booking.

This card must then be provided as a security deposit against any damage or loss sustained by the company. This will then be returned at the end of the agreement, provided there are no claims against it.

The amount of deposit does not limit any subsequent claim against the hirer for loss or damages by the company.

### **Additional charges**

Time permitting the chauffeur may be willing to collect additional passengers, if previously agreed with the company, (and it does not compromise the maximum capacity) from alternative locations.

Any additional time/mileage occurred would be charged to the hirer.

While the company and the chauffeur will try and accommodate any last minute changes, the decision ultimately remains with the company and the chauffeur, and the hirer expressly accepts to this agreement.

In the event that the time and location is changed at the time of booking or without 24hrs notice, the company reserves any right to charge against the hirers' credit card.

When hire extends beyond the period of the booking, including incidents of lateness caused by the hirer or his/her party, for whatever reason the hirer accepts that this additional time will be charged to his credit/debit card.

In the instance where delay is occurred by outside factors, the decision to charge for extra hire period will be at the discretion of the company.

The hirer expressly agrees that the company cannot be held responsible/ liable for lateness/delays/cancellations caused by outside factors, i.e. Weather conditions, traffic, vehicle out of action.

In the event that the vehicle has been left in an unreasonable condition by the hirer and his/her party, then the company reserves the right to charge for a full valet.

Unless advised otherwise or previously agreed, the Hirer shall be responsible for any parking charges, which will be set against hirers deposit.

Where the chauffeur has to collect hirer at a specific time and is kept waiting for more than 15 minutes an additional charge will be made based on periods of 30 minutes.

In the case of Airport **collections** only, the driver will allow 30 minutes before any additional charges may be made of waiting and parking.

In the case where the chauffeur is required to stay over night an additional charge of £100 Will be made to the hirer, to include a meal allowance of £25.00

### **Damages/Conduct/Liability**

Hirers/Clients will be held responsible for any damage caused to the vehicles interior and accessories, including sickness caused by motion of excessive alcohol consumption (which incurs a minimum charge of £100). Accessories to include, glassware, CD's, DVD's, video tapes and the like provided by the company for the pleasure of the passengers.

Any damage will be charged to the security deposit held by the company, if in-access of this, charges will be made to the hirers/clients credit/debit card.

The hirer agrees to be held liable for

In the instance of breakage of drinking glasses within the vehicle a £5 fee, will be charged for each broken drinking glass provided.

The hirer shall be responsible for lost/loss of earnings/bookings due to time out, to repair from damage caused; this includes cleaning of the vehicle, due to sickness or excess litter.

The company may at its entire discretion determine the company who will affect the repairs.

All vehicles are cleaned prior to departure, but no liability can be accepted for clothing being marked/stained or dirtied by road dirt, oil or grease from any part of the vehicles.

Hirer will be responsible for the general conduct and behaviour of his/her party, this includes incitement or behaviour resulting in damage to the vehicle or its contents by a third party. Failure to adhere to this will result in immediate termination of the agreement.

The hirer holds the company harmless of any liability for any personal or material damages arising from the conduct of his/her party.

The company cannot be hold responsible for the loss of hirers, or members of hirer's party personal possessions. The hirer specifically indemnifies the company from any such responsibilities and undertakes to advise all other persons in his/her party.

The consumption of food is not permitted in any of the company's vehicles unless specifically agreed by the company, in writing, prior to the date of hire.

If/ when the company supplies complimentary drinks, these must be consumed within the vehicle, and may not be removed for any reason.

If for any reason the drinks are removed from the vehicle, the company may, at its discretion, recover the cost from the hirer.

No red wine to be consumed in the vehicle at any time due to potential damage to the interior of the vehicle from spillage.

The opening of champagne bottles can be hazardous to the occupants of the vehicle and may cause damage therefore; champagne can only be opened while the vehicle is in a stationary position, or outside, away from the vehicle.

No responsibility will be taken for restricted access to any locations for the vehicle.

### **Safety**

The company adopts a strict no smoking policy, within the vehicle.

Failure to comply will result in immediate termination of the agreement, without refund.

The hirer will be responsible for any damage caused to the vehicle is this is not adhered to.

It is legal requirement that all passengers wear a seatbelt where fitted, failure to do so will also result in termination of the agreement with loss of all monies.

The company gives notice to the hirer, that they make all members of party aware of entering and exiting the vehicle with due care and attention, damage caused by failing to do so will be charged to the hirer. The company shall not be held responsible for any incidents that occur, as a failure to adhere to this advice.

Luggage and personal effects must not cause an obstruction to doorways and emergency exits. They are carried in the vehicle at the hirers risk and the hirer is fully responsible for the loading and unloading of all luggages to ensure that the correct pieces are removed.

The hirer accepts that the company and chauffeur refuse to carry more than the statutory amount. Failure to adhere to this results in insurance for all parties becoming null and void. In addition, the company and chauffeur cannot be fined as a consequence of failure to adhere to this.

Therefore there will be no compromises on the issue of safety.

In the case of Airport runs, owing to weight, there must be a restriction on the amount of luggage that can be legally and safely carried in the company vehicle.

If in doubt the hirer should contact the company to agree the amount of luggage to be carried, the dimensions and the approximate weight.

Irresponsible behaviour, which could rise, to damage to the vehicle or endanger the safety of other passengers will not be tolerated in any form.

This is to include; sitting on the exterior of the vehicle, hanging out of windows, abuse to other road users and pedestrians, rudeness and intolerance to/with chauffeur, misuse of equipment, fixtures or consumables within the vehicle and wilful damage to the interior generally.

Such behaviour may result in the immediate termination of the agreement and the hirer shall be responsible and held liable for any loss, however caused, by the irresponsible behaviour of his/her party.