

# Aylesbury Limousines Ltd. Terms & Conditions of Hire

## 1. Agreed Price, Deposits, Cancellation & Balances:

### a. Agreed Price:

The agreed price is the amount agreed between Aylesbury Limousines Ltd and you the customer, based on and is limited to the instructions given as set out overleaf. Changes made subsequent to the completion of the booking form will be subject to our ability to accommodate those changes and may be subject to further charges.

### b. Deposits:

All booking made are confirmed by way of an advance deposit of not less than £100 or full payment.

### c. Cancellation:

In the event of cancellation, any deposit paid will be forfeited or if payment has been made in full a refund less £100 will be returned. In the event that a booking is cancelled within 96 hours (four days) of the date the vehicle(s) is/are required you the Customer will be charged 100% of the balance owed. Where a booking is made for a Wedding the period where the whole balance will become due will be extended to 28 (twenty eight) days.

### d. Balance:

Balances are payable no less than 7 days prior to the date of your booking by debit card (50p surcharge) or credit card (3% surcharge). Alternatively, you may pay the balance in advance by cheque allowing enough time (minimum of 14 (fourteen) days) for the cheque to be cleared or in cash to your driver on collection.

**Please note your chauffeur will NOT accept cheques.**

## 2. Grace period:

Aylesbury Limousines Ltd strives to arrive at pick up points in advance of the time agreed. However, there may be causes that may occasionally prevent us from meeting these aims, such as inclement weather, road traffic accidents, road maintenance, and adverse traffic conditions. Reasonably therefore we need to have under these circumstances to build into our schedule(s) a period of up to 30 (thirty minutes grace) In any event a grace period is invoked, in whole or in part, the time of adjusted time will be made up during or after the period of hire, schedules permitting.

## 3. Damages/Charges:

**The consumption of food is NOT permitted inside the vehicle. All our limousines are STRICTLY NON SMOKING!**

Damages, subsequently cost(s) of repair(s) of such damage(s) to the limousine(s) hired as used by you the Customer and/or your guests howsoever caused is your responsibility. This includes incitement of any third party, which results in damage to the limousine(s) and/or its contents. Additionally, in the event that any one of the party is sick in the limousine(s) we will charge £150 to make good the vehicle. The Hirer is liable for glassware breakages at a replacement cost of £5.00 per glass. A general valeting charge will apply of £100 for misuse arising from food/drink or smoking. All bookings are made and secured using a credit/charge card you the customer here agree that we may deduct from that card damages as they have arisen.

## 4. Overtime, Additional Collections & Drop offs:

a. Charges begin immediately following failure to meet your collection time. Under this agreement the overtime rate will be charged at £50 per hour or part thereof. Any overtime can be paid by cash at the time of rental or will be deducted automatically from the card you the customer used to secure your booking.

b. All additional collections and/or drop offs will be charged for, there are no exceptions. The minimum charge is £15 for collections & drop offs if they are on route. All others are charged at a minimum of £25 each or as per our hourly rate.

## 5. Breakdowns:

Aylesbury Limousines Ltd makes every effort to maintain its fleet as often and as thoroughly as it possibly can, Aylesbury Limousines Ltd has therefore made all reasonable efforts to ensure that the limousine(s) is/are in the best and most reliable condition and thereby fit for the purpose of use. In such event that a mechanical breakdown should occur outside its control Aylesbury Limousines Ltd cannot therefore be responsible for mechanical breakdown nor the impact that those unforeseen events might then or thereafter have.

In the event of a breakdown or accident to the vehicle prior to the date of booking every effort will be made to supply a similar vehicle(s) at The Company's discretion. If this is not acceptable to the Customer a refund will be made of monies paid.

## 6. Vehicle requested:

Aylesbury Limousines Ltd will provide the vehicle requested. However not withstanding clause 5 above, in the event due to circumstances beyond our control the vehicle requested cannot be provided we reserve the right and need to provide substitute vehicle(s) of equal or similar standing and capacity.

Aylesbury Limousines Ltd reserve the right at any time to change/replace or renew the vehicle(s) booked or advertised in order to maintain The Company's high standard.

## 7. Lost Property:

Aylesbury Limousines Ltd takes every care to keep you the Customer and any of your guests' property safe. We cannot, however, under any circumstances take any responsibility for property lost or left or assumed left or at any time in the vehicle(s). Please ensure that you and your guests check and remove all personal property from the limousine(s) whenever you are dropped off, including interim drops. In the event any property is found by us and is returned to the depot it is the responsibility of you the Customer to recover said property from our depot and any of doing so will be yours and yours alone.

## 8. Airport requirements:

Where Aylesbury Limousines Ltd are retained to collect the Customer from an arriving flight, in particular an inbound international flight the customer is required to telephone Aylesbury Limousines Ltd before departing the departure airport to reconfirm the pick up requirements and to obtain from Aylesbury Limousines Ltd the relevant chauffeurs mobile/cell phone number. You will need to call your chauffeur in order that he/she may make their way to you from the parking facilities on the airport periphery. Limousines are unable to wait outside any of the airport terminals and can only make our way there once you have called us. Aylesbury Limousines Ltd will not be held responsible for any delays or inconveniences howsoever caused if any or the whole of the foregoing is not complied with.

## 9. General Terms:

**Maximum 8 passengers per limousines in accordance with the law. The hirer agrees that there will be no more than 8 passengers in the limousine at any one time.**

IN accordance with the law all limousines are strictly **NON SMOKING**; Failure to abide by this condition will result in immediate termination of the hire without compensation & valeting charges will apply.

**The consumption of food is NOT permitted inside the vehicle.**

Aylesbury Limousines Ltd does not accept any responsibility for adverse conditions, (i.e. snow, flooding etc.) which may cause delay or cancellation of a booking.

Aylesbury Limousines Ltd or its representative (e.g. chauffeur) reserves the right to refuse entry to the vehicle(s) to any person(s) they deem unfit for whatsoever reason. The Company can refuse to continue the journey if any person(s) behave in a manner which may be detrimental to other persons or to the vehicle and its contents. In this event NO refund or part refund will be given.

All credit card transactions are subject to a 3% surcharge.

The Directors of Aylesbury Limousines Ltd shall decide the Company's discretion at all times and their decisions are fully binding in all matters.