



## **TERMS AND CONDITIONS**

### **BOOKINGS**

All bookings will be confirmed in writing, by post, email, and fax or otherwise by an authorised representative of Club Class Chauffeurs Ltd

Changes or variations to any journey other than that which was agreed and quoted for at the time of booking, may be charged accordingly.

All quotes shall be valid for 24 hours.

Clients must book their airport transfer in accordance with check in times and guidelines provided by their relevant airline.

Customers must ensure they choose the right vehicle for their journey in terms of passenger numbers and luggage. Please note due to safety regulations, Club Class Chauffeurs will not carry baggage in the vehicle cabin, therefore all baggage must fit within the boot. Vehicles that are booked by the client, that are not suitable for the purpose for which they have been booked, may be subject to extra charges and may result in a delayed transfer. Please contact one of our advisors if you require any assistance with your size/type of vehicle.

### **PAYMENT**

All journeys must be paid for in full prior to the journey taking place. Payment can be made by cash, credit card and cheque. Please allow sufficient time for payments to reach Club Class prior to your date of travel.

We accept all major credit cards.

### **JOURNEY**

Club Class Chauffeurs we will do its utmost to ensure our drivers are punctual, we cannot accept responsibility for delays caused by circumstances outside of our control.

In order to maintain exceptional levels of service Club Class Chauffeurs may occasionally, and at peak times, provide subcontracted vehicles.

### **HEALTH AND SAFETY**

Club Class Chauffeurs will drive at safe speeds in accordance with road conditions, traffic and legal speed limits.

Club Class Chauffeurs have the right to refuse to carry any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat either to the Chauffeur, the vehicle or any other passenger(s).

Club Class Chauffeurs will not tolerate any verbal or physical abuse directed to its Chauffeurs or other staff.

Club Class Chauffeurs maintains a strict non-smoking policy in all its vehicles.

### **PASSENGERS RESPONSIBILITIES**

Club Class Chauffeurs Insurers will not cover injury caused by passenger's irresponsibility such as not wearing a seat belt or opening doors before the vehicle has come to a halt.



Under no circumstances will the vehicle carry more passengers than the vehicle is licensed for and insured to carry.

In the event of sickness, spillages and soiling in the vehicle, the cost of a valet and time lost will be a minimum of £150.00.

Customer's property is carried at their own risk and Club Class Chauffeurs shall not be held responsible/liable for any loss or damage to such property.

By law small children require additional appropriate restraints. We neither provide nor assist in the fitting of Child seats or restraints. It is the adult passenger's entire responsibility to make sure any children in his/her care are properly secured. Club Class Chauffeurs will of course store Car Seats at our office free of charge whilst the passengers are away and return them on the return journey.

#### **ROUTE**

Club Class Chauffeurs will travel by the most appropriate route on the day using our experience & knowledge of local conditions, unless instructed otherwise by the customer at the time of booking.

#### **PARKING**

Club Class Chauffeurs will not wait in undesignated areas or where a fine could be imposed. In circumstances where the chauffeur is requested to wait in one of these areas, then the hirer of the vehicle will be completely responsible for any parking fines incurred.

#### **WAITING TIME**

A maximum time of 10 minutes for address collections & 60 minutes for airport/seaport/ collections will be allocated to each booking. In the event that Club Class Chauffeurs are unable to make contact with the client, we will classify this reservation to be a no show & will be subject to 100% cancellation charges and £20 per hour waiting time or part thereof.

#### **CANCELLATION**

Cancellation of a reservation must be made in writing, by email, telephone or fax and with a minimum of 24 hours notice prior to the time of booking.

Cancellation of more than 24 hours prior to the time of booking will incur a £0 cancellation charge and full refund will be issued in a timely manner.

Cancellation informed within 24 hours, prior to the time of booking will incur a 50% cancellation charge of the quoted price for provision of service.

Cancellation given with less than 12 hours notice, prior to the time of booking will incur a 100% cancellation of the quoted price for provision of service.

#### **COMPLAINTS**

Club Class Chauffeurs aim to provide exceptional levels of service on every journey. If you feel you have cause for complaint, please contact Club Class in writing within 30 days. Please direct your correspondence to Club Class Chauffeurs Ltd, Transport Manager, 1 Swan Barn Business Centre, Old Swan Lane, Hailsham, East Sussex BN27 2BY. Or by email to [transportmanager@clubclassonline.co.uk](mailto:transportmanager@clubclassonline.co.uk)