



## Terms and Conditions

### Quotation

Quotations are given based on the information provided by the hirer. Route to be considered when quoted will be most convenient and suitable for the size of the vehicle. Where the hirer requires going on specific route, this must be confirmed in the booking. All quotations are valid for 7 days. Quotations are given for the hire of a vehicle and a driver only. Any parking fees, toll charges and additional charges will be paid by the hirer unless agreed otherwise prior to booking and confirmed.

### Booking and Confirmation

A booking is not complete unless a confirmation letter or email has been issued confirming a deposit has been paid by the hirer to secure the vehicle.

### Payment

A £30 payment or 30% of the booking fee is required at time of booking (whichever is greater). The deposit can be made by debit/credit card, bank transfer, online or cash. Some of our drivers carry card machines for the convenience of our customers.

### Times

All pickup and departure times are to be adhered to unless cleared with Platinum Chauffeurs UK. One hour waiting time will be allowed free of charge on all airport pick ups only. After this waiting time will be charged regardless of reason at £20/hr pro rata.

### Airport Pickups

All airport pickups allow one hour waiting time after landing. Any waiting period more than this time regardless of reason will be charged at £20/hr pro rata. We will always check for flight delays before the driver leaves for the airport but can only rely on the information supplied by the

airport websites. In the event of your flight being delayed we will do our best to amend our service accordingly but we are not obliged to do so.

## **Service / Comfort Breaks**

Any service or comfort break will be restricted to a maximum of 15 minutes. Any stops longer than this regardless of reason will be charged at £20/hr pro rate.

## **Use of Vehicle**

The hirer would not have use of the vehicle between two journeys unless agreed with Platinum Chauffeurs UK and relevant fees have been paid.

## **Amendments**

Platinum Chauffeurs UK will try its best to accommodate any amendments requested by the customer on a confirmed booking. However on some occasions this will be not possible to do so due to clashes with other bookings. In this instance the customer would have to commit to the original booking details or cancel the booking. If cancelled the below cancellation charges will apply. An amendment fee of £20 will be applied to any amendments made.

## **Cancellation by Hirer**

Any cancellation must be made in writing or email. Please see cancellation charges below:

- Less than 24 hours – full payment required.
- More than 24 hours – £30 or 30% whichever is greater.
- Passenger no show – Loss of payment.

## **Cancellation by Platinum Chauffeurs UK**

In any event beyond our control where we can't provide you with the service purchased. We will only return your exact money paid to us. We will not accept claims of compensation if your journey has been cancelled for reasons classed beyond our control and these include: Adverse weather conditions, road conditions, death or accident causing roads to be closed, compliance with police orders, riots, strikes, war, system failures including vandalism and terrorism, insolvency and bankruptcy.

## **Damage to Vehicle caused by Hirer**

Any damage caused by the hirer or a member of his / her party will be solely the responsibility of the hirer and relevant charges will have to be paid in accordance with our terms and conditions. If a vehicle has to be taken off road to repair or clean damage caused by the hirer, a daily rate will be payable by the hirer. Criminal damage will be reported to police.

## **Emergency and Breakdown**

Our vehicles are regularly serviced and maintained to legal standard at all times but in case of a mechanical breakdown Platinum Chauffeurs UK will do its best to get you to your destination at no extra cost to you but if we are unable to find alternative transport for your journey a full refund will be issued immediately. Platinum Chauffeurs UK will not accept any responsibility for the loss of ticket to an event or flight or anything else in case of a breakdown and under no circumstance will we accept claims of compensation and refund. Please note always allow plenty of time for your journey.

## **Customer Service/ Feedback**

We are committed to providing you with a top class service to ensure you have a safe, stress and trouble free journey but if for any reason you are unhappy with the service you have received we do apologise and would like to hear from you to investigate where we went wrong. We are always looking to improve our service and would love your feedback. If you have a complaint please write to our head office at Platinum Chauffeurs UK, 4200 Birmingham Business Park, Birmingham, B37 7YN or email us [info@platinumchauffeursuk.co.uk](mailto:info@platinumchauffeursuk.co.uk) including your reference, name, travel date and journey details. Every customer is valuable to us.

## **General Terms and Conditions**

By placing a booking with Platinum Chauffeurs UK, Customers are confirming that they have read, understood and agreed to abide by the above Terms and Conditions. Please ensure you understand them fully prior to placing a booking. By placing a booking with Platinum Chauffeurs UK Customers are confirming that they will allow Platinum Chauffeurs UK to utilise their logo and/or company name for marketing purposes. This will include but not limited to social media, corporate literature and our website. Smoking, alcohol and drug use is STRICTLY PROHIBITED on all of our vehicles and drivers have the right to refuse carriage if found using them on board and no refund will be given. No animals to be carried on all our vehicles except guide dogs. Threatening behaviour towards drivers and abuse of vehicles and facility will result in termination of journey and the police being informed. Most vehicles are fitted with CCTV and in case of a dispute footage will be used as evidence and passed to relevant authority. Valet charge of £50 will apply if the vehicle is left in an unacceptable state after the hire. This will apply for spillages, excessive waste left behind. We reserve the right to subcontract carriage to our transport partners without notifying the hirer. Vehicles sent will be based on the number of passengers. We reserve the right to use larger vehicles than ordered at no extra cost but should extra seats be used without notifying Platinum Chauffeurs UK we will charge accordingly.