



Courts Chauffeur Cars

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Terms and Conditions

Payments/Charges

1. Payment is accepted by cash credit/debit card, or by account (subject to status and acceptance – please request account application form if required)
2. We operate a chip and pin credit card system, so you can make secure payment through our mobile credit card terminals, payment by credit/debit card with incur a 3% transaction charge – 5% for American Express / Amex and is payable upon booking or if paying in car on outward journey. Please note that all Business Travel will be will have VAT added
3. Car parking/meeting charges will be charged at flat rate of £7.00 or the cost if time exceeds 1 hour when meeting inside airport terminal, this can be avoided if arrangement made to meet outside.
4. Any variations to the journey that involves extra time and or mileage may be subject to additional charges
5. Credit terms for accounts customers are 21 days from date of invoice for account customer unless otherwise agreed, 7 days if invoice is for any other agreement, – Payments received later than 21 days will incur a late payment fee of 10% of the outstanding balance on invoice per week until payment is received.
6. All journeys are subject to a fuel surcharge of £5.00 fixed per Airport Transfer and 10p per mile on all other journeys, this is applicable when average diesel prices (as per www.aa.com website rise above £1.40 per litre

Cancellations:

7. If a booking is cancelled less than 24 hours we reserve the right to make a 50% charge for the journey, 12 hours of the requested pick up time we reserve the right to make a full charge for the journey.
8. If the passenger does not appear and make contact with our driver at the booked time and pick up point we reserve the right to make full charge for the journey
9. Our booking cancellation policy reflects on availability of vehicles, upon acceptance of your booking we reserve the availability of the vehicle for you and refuse all other bookings for that vehicle at that time, on that day

General :

10. Courts Chauffeur Cars will endeavour to ensure vehicle(s) arrive at the time and place as requested. We cannot however accept responsibility for delays caused by circumstances beyond our control, such as mechanical failure, traffic jams, traffic accidents or extreme weather conditions. We do not accept responsibility for any consequential loss.
11. The driver will travel by the most appropriate route on the day, unless instructed otherwise by the client, in which case Payment clause 5. May apply
12. Unless specified at time of booking, we may not automatically be able to accommodate additional pickups or drop offs for any journey, although every effort will be made to meet such requirements
13. If the driver is asked to wait at either the beginning or during a journey, waiting time will be charged at our current standard rate
14. Airport Collections - Unless special arrangements are requested, up to 60 minutes waiting time will be allowed from the time the flight has landed, thereafter waiting time will be charged at our current standard rate
15. Non airport Collections – Except for a 15 minute 'grace' period waiting charges will apply from the booked time, at our current standard rate
16. Courts Chauffeur Cars maintains a strict no smoking policy in all vehicles
17. We reserve the right to refuse entry to our vehicles, anyone who is thought to be under the influence of alcohol or drugs and/or whose behaviour poses a threat to the safety of the driver, the vehicle or other passengers within the vehicle. We further reserve the right to terminate any journey due to unreasonable or improper behaviour by any passenger
18. If special cleaning of any vehicle is required as a result it has been left in an unreasonable state of cleanliness by passenger/client, we reserve the right to charge the cost of the cleaning to that passenger/client
19. We reserve the right to substitute any vehicle or Chauffeur/driver
20. Nothing contained in these terms and conditions affect the client's statutory rights