



Scotland's Chauffeur - Terms and Conditions of Hire

CONTRACT PRICE

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At the time of making your reservation you shall be quoted with a Contract price. The contract price will remain unchanged unless alterations are made by you to the journey itinerary after the reservation has been made. Any such variants shall be charged to you accordingly. (See "AMENDMENTS TO BOOKINGS")

PAYMENT

Scotland's Chauffeur requires you to make a minimum deposit payment of **25%** to be paid at the time of reservation with the balance due **2 weeks** prior to the service. Services under **100 GBP (£)** must be paid in full at the time of booking. Confirmation and receipt will then be forwarded to the payment cardholder making the reservation. Payment by card must be completed a minimum of **4 weeks** prior to travel. If paying by cheque, please make payable to: **ECOSSE TRAVEL**. If the deposit and/or balance is not paid on time, we shall cancel your booking. If the balance is not paid in time, your deposit shall be retained.

PRICING

Quotations are based on the requirements outlined by you and our estimated time to leave from our base, complete the required services and return to base. Additional journeys or duties requested by you on the day, where possible, will be charged at the hourly rate.

COSTS

Any costs incurred on the journey (including parking) shall be charged to you at cost. If parking penalties are issued to our drivers/vehicles as a result of your instructions, then you will be invoiced for charges incurred.

AMENDMENTS TO BOOKINGS

Please ensure when booking that accurate details are provided. Any subsequent change(s) after your confirmation are not always possible due to other commitments. Written notice must be given for all amendments to Scotland's Chauffeur as soon as possible.

CANCELLATIONS

Should you wish to cancel your confirmed booking, you must advise Scotland's Chauffeur as soon as possible. If after making a reservation you cancel your booking, the following charges apply:

- ◆ Cancellation between **7 days** and **48 hours** prior to travel: **50.00 GBP (£)**
- ◆ Cancellation within **48 hours** of travel: **50%** of contract price or **60.00 GBP (£)** whichever is greater

A cancellation invoice will be supplied on request.

NO SHOW

Should you fail to arrive at your previously agreed collection point then **NO REFUND** will be issued.

FORCE MAJEURE

Scotland's Chauffeur shall not be in breach of the agreement, nor liable for any failure or delay in performance of any obligations under this agreement arising from or attributable to acts, events, omissions or accidents beyond its reasonable control, including but not limited to any of the following: war, riot, industrial dispute, terrorist activity and the consequences, natural or nuclear disaster, fire, or extreme or adverse weather conditions. Scotland's Chauffeur shall not pay to you any compensation if your travel arrangements require to be cancelled or change in any way as a result of unusual or unforeseeable circumstances beyond our control.

WAITING TIME

The **first 30 minutes** is included in the Contract Price. Thereafter, waiting will be charged at our current hourly rate or part thereof.

FLIGHT DELAYS

Scotland's Chauffeur shall monitor the flight progress based on the information available. The chauffeur shall amend his arrival time accordingly. If however the flight arrival time is amended due to delays following the chauffeur's arrival at the airport, then additional waiting time shall be charged at our current hourly rate or part thereof. If, as a result of extreme delays or missed flight, the chauffeur is required to return to the airport in order to collect client, then this shall be at the convenience of Scotland's Chauffeur. Scotland's Chauffeur is obliged to carry out other pre-booked reservations, and cannot cause delay and inconvenience to other clients as a result of flight delays. To ensure a vehicle is available for your late arrival, please inform our office as soon as you are aware of any delay to your arrival time.

ROUTE

The route taken is at the driver's discretion. The driver shall take to the best of his/her knowledge, the best possible route and in the event of heavy traffic congestion, he/she shall amend the route if necessary and endeavour to deliver you to your destination on time. Scotland's Chauffeur does not accept responsibility for any other delays or missed appointment/travel arrangements.

SMOKING

Scotland's Chauffeur does not permit smoking in any vehicles.

ALCOHOL & FOOD

The consumption of alcohol and food is forbidden in all vehicles used by Scotland's Chauffeur unless pre-booked direct with Scotland's Chauffeur.

DOGS

Guide dogs are permitted in our vehicles. This must be declared at the time of reservation.

CHILDREN

Scotland's Chauffeur may be able to provide Booster or Baby seat/harness designed for children. It is the responsibility of the parent/guardian to ensure this is fitted correctly. The parent/guardian is responsible for the safety of the child/children at all times.

DISORDERLY BEHAVIOUR

Scotland's Chauffeur reserve the right to refuse travel to any person deemed to be a nuisance or danger to our passengers or employees including where any passengers are carrying or using any illegal drugs or weapons. If necessary, Scotland's Chauffeur may request the police to assist in removing any offenders from our vehicles. In these circumstances **NO REFUND** will be issued and **NO COMPENSATION** will be paid.

RESPONSIBILITY

In addition to the terms detailed in "**FORCE MAJEURE**",

Scotland's Chauffeur **DO NOT** accept responsibility for any of the following:

- ◆ Theft or damage of any item belonging to any of the passengers travelling in our vehicles.
- ◆ Delays caused by road traffic incidents or other traffic conditions, and
- ◆ Any passenger leaving possessions or items in the vehicle does so at their own risk.

VEHICLES

Scotland's Chauffeur aims to provide you with the vehicle group booked at all times. However, Scotland's Chauffeur reserve the right to provide a similar vehicle if such vehicles are not available.

LUGGAGE

Passenger's luggage is to be placed in the luggage compartment provided. The driver must agree to any item that you wish to take into the vehicle with you.

DAMAGE

If any of our vehicles is damaged or soiled as a result of passenger's actions, we will charge the client named on the contract fully for the amount to rectify/re-instate the vehicle and for time lost whilst the vehicle was taken out of service.

INSURANCE

The vehicles/drivers of Scotland's Chauffeur are fully insured including Public Liability Insurance.

COMPLAINTS

If for any reason you are unhappy with an aspect of your journey or a member of our staff, please make your comments known to the chauffeur at the time of the incident. You will also be required to put your complaint in writing and send it to our office, detailing the date and time, driver's details and the nature of your complaint. Scotland's Chauffeur will endeavour to rectify these matters immediately.

LAW

These terms and conditions are governed by and construed in accordance with the law of Scotland.