

## CROYDON CARRIAGES CUSTOMER BOOKING TERMS AND CONDITONS

1. We require 6 hours' notice for cancelation of a car or you will be liable to full charges.
2. We request a minimum of 12 hours' notice for any online bookings.
3. If you would like to book a car with less than 12 hours' notice – Please call.
4. Whilst we do our best to ensure our drivers are punctual, you will understand that we cannot accept responsibility for delays caused by circumstances out of our control.
5. The driver will drive at safe and sensible speeds in accordance with road conditions, traffic and the legal speed limits.
6. Clients are responsible for any damage they cause to the interior and or exterior of a vehicle on hire to them and will be billed accordingly for any repair or valeting required in order to reinstate a vehicle to working order.
7. We may provide subcontracted vehicles occasionally.
8. By supplying your email address or mobile you permit us to contact you via email/text, in return we promise never to supply your email to any third party.
9. If there are any changes or variations including extra mileage to the journeys other than what was agreed at the time of booking, the client will be charged extras in accordance with the pricing structure on our website.
10. We reserve the right to change your vehicle or chauffeur at any time if necessary.
11. Our Chauffeur(s) will travel by the most appropriate route on the day, unless instructed otherwise by the Customer at the time of booking.
12. Our vehicle(s) and sub-contracted vehicles are fully insured for passenger and third-party claims. However, customer's properties are carried entirely at their own risk and we shall not be held responsible/liable for any loss/damage to such property.
13. We and our 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).
14. We maintain a strict non-smoking policy in all its vehicles.
15. Online quotations do not allow for public and bank holidays like Christmas Day or New Year's Eve where there may be an additional surcharge. Please indicate on the quote form if your proposed booking is for a bank holiday or on any other special date.
16. Nothing contained in these terms and conditions can affect the Client's' statutory rights.
17. We reserve the right to change any of these terms if required.
18. A full list of T&C's are available if deemed necessary by us.