

TERMS AND CONDITIONS - CARRS LOCH LOMOND

- Deposits for bookings must be paid to guarantee the availability of cars/coaches for the required date. Any requests for amendments to original booking must be made in writing.
- A minimum, non-refundable deposit of £50.00 per car and £100.00 per coach is required. 50% of the balance is due 4 months before and the final 50% balance is due 4 weeks before wedding/hire date shown on booking form. Failure to pay the balance may result in total amount of monies being due.
- Cancellations must be made in writing to the company. Cancellation of wedding/hire: Less than 10 weeks but more than 4 weeks a 50% of the balance is due. Less than 4 weeks all of the balance is due.
- We may be able to book vehicles at short notice, for those bookings (made within 6 weeks of the service) the full balance will be due at the time of booking and is non-refundable.
- Whilst the company will make every effort to arrive punctually at your address and destination, we cannot be held responsible for late arrival or cancellation due to circumstances beyond our control. The company will not be responsible for any impact that a delay might cause through missed connections, cancelled functions or engagements. The company recommend that you are covered with adequate travel insurance.
- In the unlikely event of a breakdown. The company will endeavour to supply an alternative vehicle with a similar specification for your journey. If we are unable to supply a similar vehicle we will offer a full refund of the hire price or offer a lesser vehicle and a part refund. The company will not be responsible for any impact that a delay might cause through missed connections, cancelled functions or engagements. The company recommend that you are covered with adequate travel insurance.
- No food or drink will be allowed in any of our vehicles unless prior consent has been given by the company. The company adopts a strict No Smoking policy.
- Our Chauffeurs/Coach drivers will choose the route based on experience, knowledge of the local area and use of satellite navigation, they will accept a route requested by the principal hirer, however, should this result in extra mileage or time being added to the journey a charge may be made.
- Any alterations made to the booking on the day of the service or a request for additional time may incur an extra charge or may not be honoured if that conflicts with another booking.
- The principle hirer will be responsible for the conduct of all passengers during the service and we reserve the right to invoice or make a charge to the hirer for any losses or damage sustained to any part of the vehicle caused by any passenger or a third party incited to cause damage to the vehicle. A minimum charge of £100 will be applied to cover valet costs should fouling be caused by any passenger through food, drink or illness.
- Violence, foul language, intimidation antagonism or any form of anti-social behaviour towards the Chauffeur/Coach driver or any member of this company's staff will not be tolerated and will result in the immediate termination of the service and police involvement. Acts of vandalism or malicious damage caused to the vehicle will face prosecution.

- Our Chauffeurs/Coach drivers will check the vehicle for passengers belongings left in the vehicle after a service. We cannot however be held responsible for any item broken during the journey or left in the vehicle after the service. It is up to the hirer to ensure they have all their belongings at the end of the service.
- The company offers a policy of total discretion for all clients. Our chauffeurs/coach drivers will not discuss who travelled with us, to where or with whom unless authorised by you to do so. The exception to this policy is wedding hire; we may take photographs at weddings and publish them in company literature or on the website/social media platforms. If you do not wish to have your images used please make us aware of this in writing when paying the deposit or balance of the service.
- Any person having wedding pictures that include any of our vehicles in them taken by a photographer. It is not allowed to use these images in any promotional or advertising work etc. without the company's prior permission.
- The Company is registered for VAT which means the price quoted includes VAT. There are no extras to pay unless extra services are requested on the day of the service, these requests are at the discretion of the company and will be charged at our hourly rate.
- There may be an excess charge for chauffeur hire or coach hire on bank and public holidays.
- Car parking, tolls are charged at cost. Any parking tickets gained by the request of a client asking the chauffeur/coach driver to 'stop and wait here' will also be charged at cost.
- When carrying luggage, all hard cases or boxes etc. must be placed in the boot/luggage store. Only a reasonable amount of hand luggage may, with the chauffeur/coach driver's approval, be carried inside the car/coach. It is the hirer's responsibility to make sure their luggage is secure in our luggage holds on all our coaches and must be placed in the luggage hold by the hirer.
- The company prohibits any persons other than their own chauffeurs/coach drivers from driving our cars/coaches.
- We recommend that you allow the chauffeur to open the car door as any damage incurred to the door which you open (e.g. hitting a bollard/ another vehicle/passing motorbike/pushbike etc) shall be paid for by the hirer.
- We also recommend seatbelts are worn at all times in our cars/coaches in line with safety regulations, it is the hirer's responsibility to make sure all passengers in our cars/coaches are wearing a seatbelt at all times.
- If the hirer supplies their own child car seat, it is their responsibility to fit it correctly in the vehicle. The company cannot be held responsible for fitting car seats correctly.
- Any work which we undertake shall be subject to these conditions with no exception so please ensure that you have read and fully agree with these before placing an order with us.
- We reserve the right to add or amend our terms and conditions at any time.