

# Terms & Conditions

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## Wedding Hire

### Terms and Conditions of Hire:

The term 'hirer' represents the person making the booking and agreeing to the below terms and conditions. Deluxe Classics reserves the right to amend or alter these terms and conditions at any time and without prior notice.

### What the hire includes

When the car(s) are booked for a wedding, they will be exclusively for your use on the day of your wedding, and will not attend any other wedding on the same day enabling us to give you our undivided attention. It is anticipated that the hire time will be no longer than 3½ hours. Hire time will be deemed to have started at the agreed pickup time. Any over run of booked time due to alterations made on the day of hire must be paid for at the time of the rental in cash to the driver at £40 per hour. The standard hire will include:

- Transport of bride and escort to the church
- Transport of bride and groom to the reception venue
- Time for photographs at all venues
- Any additional journeys are made by prior arrangement.

The price paid by the hirer reflects the number and distances of the journeys to be made. The total price payable will be quoted on the information that you have provided. We will make every effort to accommodate any alterations to the booking should this be required (i.e. change of venue, extra pickup etc.) however, should this entail extra mileage or time it may incur an additional charge.

The hirer is responsible for ensuring that all information provided on the booking form is correct regarding dates, times, addresses etc.

### Provision of cars by Deluxe Classics

Whilst Deluxe Classics makes every effort to supply the cars as booked, we are unable to accept liability for alteration, cancellation, unforeseen cause of breakdown of a car caused by circumstances beyond our control.

The cars at Deluxe Classics are maintained to the highest standard. However, due to the age of our cars, it may sometimes be necessary to substitute an alternative car to the one you have booked. The car supplied may not be the same type or colour as the car booked. In this event, we will endeavour to contact you as soon as we can to advise you of this.

In the unlikely event that we have a breakdown, accident or any other event beyond our control every effort will be made for the immediate repair of the car. If this is not possible, and the car booked cannot be supplied, we shall endeavour to offer an alternative. Deluxe Classics will undertake whatever measures it considers are reasonably necessary to complete the hire. In the unlikely case that Deluxe Classics cannot provide a suitable alternative car, we will not be held responsible or liable for any arising consequential losses. A refund, limited to the money already paid by the hirer to Deluxe Classics, will be offered.

We apologise for any inconvenience this may cause.

The reason for this proviso is that vintage and classic cars however well maintained, were never constructed to the exacting standards and reliability afforded by the modern automobile and mechanical failure could therefore be a possibility.

### Deposit

Bookings will be accepted upon receipt of a non-returnable deposit equal to one third of the total cost of hire and regarded as confirmed upon receipt of these funds clearing. Bookings are accepted on the basis that the hirer accepts these terms and conditions unconditionally and without amendment. Payment of the deposit signifies acceptance.

Your deposit secures the car(s) exclusively for your event.

Only in exceptional circumstances and at the company's complete discretion is the deposit refundable.

### Payment of balance

The balance is payable 30 days prior to the event otherwise no service will be provided. If a booking is made within 30 days of the event, the balance is payable in full upon booking.

### Seatbelts

Although our cars will seat four passengers, we are obliged to inform you that due to their age some are not fitted with seatbelts. As such, we regret that if the car is not fitted with seatbelts we are unable to transport children under the age of 14.

### No smoking or eating

Eating and drinking is not permitted in our cars. Smoking is not allowed in our cars as it is against the law.

### Lateness

Deluxe Classics will always endeavour to arrive at the first collection point in good time. However we cannot guarantee this if there are circumstances beyond our control for example traffic problems, adverse weather conditions, mechanical breakdown, illness of the driver or acts by other persons/organizations on route or during the hire which may impact adversely on the hire period or missed connections/destinations.

If we are going to be late we will inform you of this as soon as possible and give you a revised estimated arrival time. Our late arrival does not permit you, the hirer, to cancel your booking.

### Cancellations

For your protection cancellations are only accepted in writing and are subject to the following conditions:

- More than 90 days prior to the event – loss of deposit
- More than 30 days prior to the event but less than 90 days – loss of deposit and 50% balance.
- Less than 20 days prior to the event – loss of deposit and 100% balance.

### Complaints

If you have any complaints about our car(s) or the service provided to you by Deluxe Classics you must make your complaint to us in writing within 10 days after the date of your event otherwise we shall not be liable to you if you later make a claim against us.

### Right to refuse admission to car

The hirer is responsible for the conduct of all passengers. The chauffeur will decline to transport passengers or luggage if, in his opinion, the car is overloaded, or if the hirer or any passenger is disorderly or are deemed unfit to travel. In such circumstances, the chauffeur has the right to terminate the booking. In this event no refund of monies paid will be given.

No responsibility or liability will be accepted for restrictions relating to car access at any location.

### Damage to car by hirer

Hirers are liable for any damage to our cars howsoever caused by either themselves or any other member of their party. If the hirer, guests or any other person in the party causes any damage to the car(s) then the hirer will be liable for the full cost of repairs or cleaning and will pay Deluxe Classics such costs within 7 days of our invoice to the hirer in this respect.

### Responsibility for belongings

Our cars are always cleaned to the highest standard. Deluxe Classics shall not be responsible to the hirer, guests or any other person in the party who travels in our car(s) if there is any damage to clothing or belongings from oil and grease on the door catches or hinges or dirt on the exterior of the car.

All personal property will be the responsibility of the hirer and/or passengers, and Deluxe Classics will not be responsible or liable for any loss or damage to such property.

### Change to vehicles in our fleet.

Deluxe Classics reserves the right at any time to change/replace/renew the car(s) booked or advertised in order to maintain our high standards. However we will always consult with hirers wherever possible.

### Use of photographs.

Deluxe Classics would like to take photographs at events to be used in advertising and on the company's website. If you do not wish your photographs to be used, please advise us at time of booking.

Deluxe Classics respectfully requests that any professional photographs taken with the car(s) are taken first to ensure that the chauffeur doesn't have wait unnecessarily.

The customer is responsible for completing and signing our booking form. This will be deemed that you the customer agree to these terms and conditions.

# Terms & Conditions

## Film & Promotional Hire

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### What the hire includes

When the car(s) are booked for a film/photo shoot or promotional hire, they will be exclusively for your use on the day requested, and will not attend any other event on the same day enabling us to give you our undivided attention. It is anticipated that the hire time will be no longer than time agreed on at the time of booking. Hire time will be deemed to have started at the agreed time. Any over run of booked time due to alterations made on the day of hire must be paid for at the time of the rental in cash to the driver at £40 per hour. The standard hire will include:

- Transport of car to the agreed venue
- One driver to accompany the car
- Any additional journeys are made by prior arrangement.

The price paid by the hirer reflects the number and distances of the journeys to be made. The total price payable will be quoted on the information that you have provided. We will make every effort to accommodate any alterations to the booking should this be required (i.e. change of venue etc.) however, should this entail extra mileage or time it may incur an additional charge.

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In the unlikely event that we have a breakdown, accident or any other event beyond our control every effort will be made for the immediate repair of the car. If this is not possible, and the car booked cannot be supplied, we shall endeavour to offer an alternative. Deluxe Classics will undertake whatever measures it considers are reasonably necessary to complete the hire. In the unlikely case that Deluxe Classics cannot provide a suitable alternative car, we will not be held responsible or liable for any arising consequential losses. A refund, limited to the money already paid by the hirer to Deluxe Classics, will be offered.

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### Responsibility for belongings

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