

Terms & Conditions of Hire

Definitions: (other definitions will be defined as and when they are used)

- WE / US / OUR - Indicates a reference to Platinum Limousines/Premier Limousines/Luxury Wedding Car Hire/Nationwide Limo Hire, and our associated trading names (***)
- YOU / YOUR/HIRER - Indicates a reference to You, Your Traveling Party, and any persons associated with the Booking.

Agreed Price

The Agreed Price is the price to be paid for the journey as agreed between us and the customer. The times, route and other details of the journey are stipulated on the Booking Confirmation. Any requests to modify any of these details should be made to us at least a week in advance of the date of travel and we will endeavour to accommodate minor changes to the customer's requirement, subject to our ability to do so. All bookings will be allowed one amendment. Any further changes will result in a £10.00 amendment fee.

Vehicle supplied

We will endeavour to provide the vehicle requested by you. In the unlikely event that we are unable to do so we reserve the right to provide a substitute vehicle of similar type and capacity. We can request a preferred vehicle colour for you but cannot guarantee a colour.

In car entertainment such as TV screens, video, DVD, music, karaoke is provided as a courtesy and does not form part of the cost of the hire – if there are any malfunctions prior or during the hire, we accept no liability whatsoever and no compensation or refunds will be given. All wedding packages when requested may include Ribbons/Bows/Bubbly/Red Carpet – these items are complimentary and do not form part of the hire cost, we do our utmost to provide these but these cannot be guaranteed.

Hire/Type

We offer a range of hire options, including a pick-up and return service, a one-way service and a continual hire service. Unless you have opted for a continual hire agreement, other customers may have hired the vehicle before or after the outward or homeward bound legs of your journey. The inside of the car will be cleaned and replenished as necessary between these hires.

We reserve the right to refuse to carry passengers whose behaviour is deemed by the driver to be unacceptable, e.g., but not limited to drunken, abusive behaviour or vomiting and also reserves the right to terminate the hire at any time, with no refund.

Payment

- All bookings are confirmed by the payment in advance of a non-refundable deposit*.
- The balance due is the amount outstanding net of any deposit paid. The balance is due for payment two weeks before the date of hire and will automatically be debited from your credit or debit card. The agreed payment method appears on the booking confirmation. Any exceptions to this policy will appear on the booking confirmation and will have been discussed at the time of booking.

* please note: All bookings are confirmed by a NON REFUNDABLE DEPOSIT

Additional charges

Overtime

The hire agreement between us includes specified pick up and return times and/or duration of hire. Adhering to these times forms an integral part of our operation. Where these times are not adhered to, we may incur additional cost or risk disappointing other customers. For that reason, we reserve the right to levy additional charges should the times agreed between us not be adhered to by the customer. The overtime rate that will be charged is as specified below. Rates are for each hour or part thereof.

Vehicle type	Overtime rate Per hour of thereof
4 - 8 seat Limos	£150.00
9 - 16 Seater Limos	£250.00
Rolls Royce/Bentley Spur/Mercedes	£250.00

Payment of all overtime charges must be settled before the end of the hire. We do not accept cheques, debit cards, credit cards or foreign currency as payment on the day of hire. In the event that payment of overtime charges cannot be made on the day of hire, the hirer agrees that the amounts will be charged to the credit or debit card with which the booking deposit was paid. Credit card payments will be subject to a 5% surcharge on the transaction amount.

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Damages

We reserve the right to charge the customer a minimum of £100 for any damage to or soiling of the limousine or any of its equipment caused by you or members of your party. Payment of the minimum damage charge must be settled before the end of the hire. We do not accept cheques, debit cards, credit cards or foreign currency as payment on the day of hire. In the event that payment of damage-related charges cannot be made on the day of hire, the customer agrees that the amounts will be charged to the credit or debit card with which the booking deposit was paid. Credit card payments are subject to a 5% surcharge on the transaction amount. Where the cost of rectification or repair may, in the view of the driver, exceed £100, the minimum charge will be made by the method described above and a further amount invoiced to the customer to reflect the cost of restoring the vehicle to its previous condition. The hirer accepts responsibility on behalf of the hirers party for any losses or damage to the property of Platinum Limousines that is provided in the vehicles, this includes but is not limited to glassware, cd's, dvd's, players etc. Broken Glasses will be charged at £10 per glass. We do not accept cheques, debit cards, credit cards or foreign currency as payment on the day of hire. In the event that payment of damage glasses charges cannot be made on the day of hire, the customer agrees that the amounts will be charged to the credit or debit card with which the booking deposit was paid. Credit card payments are subject to a 5% surcharge on the transaction amount.

Cancellation of Booking

In the unlikely event of a cancellation, your deposit is non-refundable. If a booking is cancelled within 7 days, then the deposit will not be refunded. If the booking is cancelled after the 7 days then the full payment will be due. The hirer agrees that the full amount can be charged to the credit or debit card with which the booking deposit was paid.

* please note: All bookings are confirmed by a NON REFUNDABLE DEPOSIT

Airport pick-ups

Full flight details help us to give you punctual service. We will make reasonable attempts to monitor incoming flight times, but we are unable to access reliable information until shortly before scheduled arrival times. If your return flight is going to be delayed, you should make contact with the Transport office on +44(0)1274 725363 (24-hours) to notify us, so that we can adjust our schedules and rearrange drivers. We will endeavour to accommodate delayed flight times, but cannot be held liable should circumstances prevent us from being able to respond to changes. In the event that we are reasonably notified of delays, we reserve the right to make additional charges for subsequent collection. Increased airport security means that we are unable to offer a full 'meet and greet' service at most UK airports. To make detailed pick-up arrangements between you and your driver, please call the office on +44(0)1274 725363 (24-hours) when you reach the Customs Hall.

Lost property

Unfortunately, we are unable to take responsibility for the loss of property left in the vehicle at any time or under any circumstances.

Breakdown

We operate a large fleet of vehicles which are maintained to a high standard. In the unlikely event of breakdown or the car being rendered unserviceable (for example, in the event of collision), we will use our best endeavours to provide a back-up vehicle or vehicles as quickly as possible. However, we cannot be held liable for any consequential loss incurred as a result of vehicle breakdown or similar unavailability.

Grace Period

We always strive to arrive at pick-up points in advance of the times agreed. Very occasionally, events outside our control (for example, traffic congestion or bad weather) cause us to be late. In these circumstances, provided we arrive within 30 minutes of the scheduled time, this will be deemed to be within the terms of the agreement, in such cases, and if reasonably practical, we will endeavour to adjust the agreed booking times to make up for the delay, for example by adding a similar time at the end of the booking period.