

# EXECUTIVE CARS DERBY

## **Cancellation and Refund Policy**

If a booking is cancelled by the customer within 48 hours from the start of the period of hire, 25% of all monies paid will be non-refundable and/or client will be invoiced for balance of booked travel.

If a booking is cancelled by the customer within 24 hours from the start of the period of hire, 50% of all monies paid will be non-refundable and/or client will be invoiced for balance of booked travel.

If a booking is cancelled by the customer within 12 hours from the start of the period of hire, 100% of all monies paid will be non-refundable and/or client will be invoiced for full cost of booked travel.

If the passenger(s) does not appear at the time and place designated as the pickup point, all monies paid will be non-refundable and/or client will be invoiced for full cost of booked travel.

## **Payments and Deposits**

Full payment is due 7 days before the date of your booking unless the travel is on account or agreed otherwise. Payment can be made by cash, BACS transfer, credit/debit card on our secure online payment form or over the telephone by calling our office number. Payment can also be made in the vehicle via chip and pin if the booking was made at short notice. Cheques should be made payable to Executive Cars Derby Ltd. Details of how to pay will be forwarded via invoice after confirmation of booking.

A 50% deposit is required at the time of booking for any Wedding Car service.

## **Refunds**

The hirer is responsible for the passengers. Passengers failing to return on time may be left behind. Passengers effected by drunkenness or drugs may be refused permission to travel for the safety of the vehicle, other passengers and the driver's decision is final. No refund will be available in these cases.

We reserve the right not to carry any passenger(s) should the passenger(s) have excessive luggage that would result in the vehicle being overloaded and unsafe on the road. No refunds will be made in these circumstances.

No refunds will be given for journeys terminated part way through the hire. Full fare will be due to the driver and/or client will be invoiced for full cost of booked travel.

In the event of very bad weather, we reserve the right to cancel without penalty if advised against travelling by authorities such as the Police, Met Office or the Highways Agency or if

we consider it unlikely that we will be unable to complete your journey safely. In these circumstances a full refund, less any credit card charges will be made but no further compensation is due.

Refunds to credit/debit cards can only be refunded to the original card used within 7 days of the original booking date. Refunds made by cheque can only be made out to the customer's name that made the original booking. This will be posted to the customer within 5 working days of the original booking date.

### **Airport Meet and Greet Service**

Due to the ever-increasing car parking charges at UK Airports our in-terminal Meet and Greet service will be an additional £10.00 on top of the quoted fare regardless of vehicle class except at East Midlands Airport, Luton Airport and Stansted Airport. Car parking charges at these airports will apply at cost price due to the high charges now being implemented.

Passengers failing to show up 1.5 hours after the confirmed arrival time will be charged for the transfer and parking costs if they do not inform us of delays at customs or immigration by telephone. We may also leave after this time period for our other travel. Passengers should notify us if they did not board at the earliest opportunity.

### **Airport Call and Collect Service**

We now offer a pre-arranged call and collect service at East Midlands Airport, Birmingham Airport, Luton Airport and Stansted Airport. Please call when you are through immigration and baggage collection and meet your chauffeur at an arranged meeting point within 15 minutes. Airport car parking will be charged at cost price.

### **Waiting time charges**

We are happy to stop for comfort breaks of 10 minutes or less. Longer stops, such as for meals will be charged extra at our waiting time rate. If advised at time of booking this service will be included in the agreed rate.

Airport collections: Unless special arrangements are requested, 60 minutes waiting time will be allowed free of charge from the time the flight has landed. Thereafter, waiting time charges will apply at our current standard rate.

Non-Airport collections: Except for a 10 minute 'grace' period, waiting charges will apply and any additional waiting time during the duration of the booking will be charged extra to the agreed fare at our standard waiting time rate.

**Waiting time is charged at £30.00 per hour or £7.50 per 15 minutes (or any part 15-minute period thereof).**

### **Minimum Fare**

A minimum fare of £40.00 applies for any single journey in the Mercedes-Benz E Class vehicle, £50.00 in an S Class (LWB) saloon vehicle and £55.00 in a V Class MPV vehicle.

## **Transaction Currencies**

We accept payments in the following currency: **GBP**

**There is NO VAT to be added to our prices.**

Our vehicles currently meet the London Ultra Low Emission Zone (ULEZ) standard but extras such as the London Congestion Charge (LCC), toll roads and drop off airport car parking will be charged at cost price unless agreed beforehand.

We reserve the right to amend, change, delete or add to this cancellation and refund policy whenever we deem it necessary.

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