

# West Country Executive Private Hire

## TERMS & CONDITIONS

### Licensing & Insurance

West Country Executive Private Hire is a licensed operator and has full vehicle, Private Hire and Public liability insurance. We will not carry more passengers than our licensing and insurance permits.

### Arrival

Your vehicle will arrive at the appointed time & place unless we are unable to do so due to circumstances beyond our control.

### Reservation & confirmation

Your reservation is not secured until you receive confirmation, either by letter or email. Please check your confirmation carefully and inform us of any discrepancies. We cannot be held responsible for any errors, cancellations or timetable changes which may result in loss or delay to the client or passengers.

### Payment

#### Non Account Clients:

West Country Executive Private Hire reserves the right to ask for full payment or deposit when making a non account reservation. A deposit of 25% will normally be requested at the time of reservation with the balance payable 14 days prior to the service. All deposits are non refundable unless otherwise agreed. Payment in full will be required for services quoted at under £100 at the time of reservation. All major credit/debit and commercial cards are acceptable whilst payments by cheque should be made payable to " West Country Executive Private Hire". A receipt will be sent to the client making the reservation. For very short notice reservations only payment by card or in cash to the driver before the commencement of the journey will be acceptable.

#### Account Clients:

Where we agree to open an account for a client, we reserve the right to set a limit on the

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total amount that may be unpaid on the account at any one time. We may in our absolute discretion decline to provide a service in the event that any such limit is exceeded. We will provide the client with a security account number that must be quoted in all reservations but cannot accept responsibility if security account numbers are used by unauthorised personnel or for unauthorised purposes.

West Country Executive Private Hire will require invoices to be paid in full within 14 days of issue. Should any invoices remain unpaid at the expiry of this period any outstanding amounts will become due and payable immediately.

## Variations

West Country Executive Private Hire reviews its charges and terms of business regularly in order to maintain a fair pricing system and may without notice alter them accordingly. Changes will only affect new reservations; all existing arrangements will be at the rate quoted or applicable rate in effect at the time of booking.

## Substitution

West Country Executive Private Hire reserves the right to make alternative arrangements on your behalf e.g. in the event of a break down prior to your arranged journey/booking. Every effort will be made to supply a vehicle of equal quality. In the event that this is not possible we will make a suitable adjustment to our fees. Should your vehicle break down during your journey the driver will make all possible arrangements to get you to your destination as soon as practicable.

## Responsibility

West Country Executive Private Hire does not accept responsibility for Force Majeure, such as: delays due to adverse weather conditions, delays caused by road traffic accidents, other traffic conditions, acts of terrorism and their consequences, strikes, riots, crimes or acts of God. Passengers are responsible for the safety & security of their possessions carried in the vehicle and leave them in the vehicle unattended at their own risk.

## Children

West Country Executive Private Hire does not provide child seats. If a child seat is required for your journey it must be provided by the parent/carer of the child and be fitted correctly by them. The parent/carer is responsible for the safety of the child at all times.

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## Incidental costs

Any out of pocket expenses incurred in the course of your journey e.g. parking and toll fees will be charged at cost. If parking tickets are issued to the driver as a result of passengers instructions, the client named in the booking confirmation notice will incur additional costs.

## Luggage

All luggage is to be placed in the luggage compartment provided. The driver must agree to any item that the client wishes to take into the vehicle with them.

## Exiting the vehicle

The driver will be responsible for opening the doors of the vehicle when he considers it safe to do so. The doors must not be opened until the vehicle has come to a complete halt.

## Damage

If a vehicle is damaged or soiled as a result of passengers' actions a supplementary charge may be levied to the client named in the confirmation notice for the cost to rectify the vehicle and/or for time lost while the vehicle is out of service.

## Airport transfers-Arrivals & Departures

West Country Executive Private Hire will recommend departure and journey times taking into account conditions on the day of travel. We will endeavour to monitor all flight details, connection times etc supplied to us by or on behalf of our client but cannot be responsible for any errors, cancellations or timetable changes which result in loss or delay to the client or passengers. Similarly we cannot be responsible for clients insistence upon variations to the recommended times or delay to agreed departure times which may result in missed flights, connections or meetings or any other loss. Any delay during the journey caused by the client or a passenger is solely their own responsibility. The driver must not be asked to speed or drive recklessly to make up time.

## Cancellations

Cancellations must be in writing or e-mail. If a cancellation notice is received subsequent to full payment of the agreed fee i.e. deposit plus balance but earlier than a period beginning 48

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hours prior to commencement of the arranged services, 50% of the amount paid will be refunded. If a cancellation notice is received within 48 hours of the commencement of the arranged services, fees paid will be retained in full and if required an appropriate receipt provided in support of any insurance claim.

Thank you for taking the time to read our Terms & Conditions of business and West Country Executive Private Hire wishes you a pleasant and enjoyable journey.