

TERMS AND CONDITIONS

- 1) Once a booking has been made and confirmed with a booking fee by credit/debit card or cash, you have entered into a booking contract with Platinum Limousines (PL). All booking fees are non-refundable from the moment the booking fee has been paid.
- 2) The hirer is fully responsible & liable for any damage caused both inside & outside the vehicle or its contents by a third party. The hirer agrees to be held liable for the retail cost of any repair as a consequence of any damage caused. It is at Platinum Limousines discretion to determine who will carry out the repairs. The hirer will also be liable at a fixed rate for the loss of work whilst the vehicle is being repaired and unable to be used for hire.
- 3) PL shall not be liable or responsible for any items left in the vehicles & it is the hirer's responsibility to advise all party members to collect any belongings. PL will not pay to post items. Postage and handling charges will be charged at a minimum of £20 and needs to be paid in advance. PL only keeps any items up to 1 month from the hire date before disposing of them.
- 4) The driver will not accept any instructions from any member other than the hirer. PL reserves 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. PL reserves the right to terminate the hire at any time, with no refund. If there is any soiling or vomiting in or on the limousines – the hirer will be charged a statutory £150.00 valeting fee, which is payable immediately & the hirer gives the right for PL to take the balance from the credit/debit card in which the booking fee was paid otherwise this will be invoiced for immediate payment to the hirer.
- 5) No Refunds will be made, if your event finishes earlier than the booking time, and strictly no extra journeys other than what is on the booking form will be carried out by the chauffeur.
- 6) Hot food, Smoking, or any illegal substances may not be consumed or carried in any vehicle, PL reserves the right to terminate the hire if this term has been breached.
- 7) PL does not hold an alcohol license and does not serve alcohol. The opening of the bubbly can be hazardous to occupants of the vehicle & may give rise to damage to the vehicle and should be left to the chauffeur only to open outside the vehicle. Due to traffic/road conditions etc. PL cannot be held responsible for spilt drinks which may fall on clothing or articles. The hirer accepts responsibility on behalf of the hirers party for any losses or damage to the property of PL that is provided in the vehicles, this includes but is not limited to glassware, cd, dvd, karaoke players etc.
- 8) In car entertainment such as TV screens, video, karaoke, DVD, music 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, PL accepts no liability whatsoever and no compensation or refunds will be given.
- 9) Most of our vehicles are fitted with seat belts and are there to be used by all, it is the passenger's responsibility to use and wear them & the hirer accepts responsibility to advise & supervise all the party to adhere to this.
- 10) Minors under the age of 13 must be accompanied by an adult 18+ in the vehicles at all times & the hirer is responsible for making sure all minors/passengers wear the seatbelts in the vehicle at all times. The hirer must provide any child/booster seat & fit this themselves in the vehicle and make sure it fits securely & correctly & on a forward facing seat only. All Side facing seats do not have seatbelts fitted and are not required by law.
- 11) The hirer of all vehicles must be a minimum of 18 years.
- 12) All bookings made will only be confirmed with a booking fee. Balances must be paid 14 days prior to the hire date unless agreed differently.
- 13) PL reserves the right, and the hirer accepts that we can change the specification of the vehicle booked at any time, where the replacement vehicle is of a lesser value or specification, an appropriate adjustment is made in favour of the hirer, as per PL prices, but no refunds or compensation will be made.
- 14) In the event that a vehicle is subject to an accidental or mechanical failure, or is no longer safe to drive, then PL shall make alternative arrangements to get the hirer and party to your destination. It is at PL's entire discretion to determine the method of onward travel, alternatively the hirer may make alternative arrangements at their cost, for which no claim can be made against PL. The hirer accepts that the hire is based on a best endeavour basis and therefore, no specific guarantees can be made in terms of time, reliability of the vehicle and/or events out of our direct control of the chauffeur or PL.
- 15) PL reserves the right to sub-contract to a third party company without reference to the hirer should there be a breakdown or mechanical fault.
- 16) The Chauffeur will not be able to carry anymore passengers than stated on the booking confirmation at any time, PL reserves the right to cancel the booking immediately without any refunds, if the hirers or the hirers party attempt to put extra passengers in the vehicles.
- 17) Absolutely no guaranteed timings can be given, as all pick-up times are approximate and the vehicle may arrive sooner or later than the original booking time. All this depends but is not limited to road & traffic conditions for example, but your hired time will not be effected, please allow 15 minutes before calling the office.
If your booking exceeds the original time booked, charges will be made & you authorise PL to deduct this fee from your credit/debit card (the fee is charged at £100.00 per half hour or part of) except - Airport charges which are different – for delayed flights, waiting time is charged at £125.00 per half hour or part of and there is a maximum waiting time of 2 hours (as long as the vehicle is able to wait & other work is not affected. If the vehicle had to leave, no alternative transport, refunds or compensations will be made)
- 18) The hirer shall be responsible for any parking charges and any toll or congestion charges, which shall be charged at cost on top of the hire price and must be paid on the point of charge.
- 19) Any changes to your booking within 14 days must be in writing & agreed with PL and an administration charge of £10.00 will be charged per change processed unless agreed otherwise.
If you wish to transfer your hire to a different date. (Bookings are non-transferable within 14 days (one calendar month for weddings) of the hire date & will be treated as a cancellation). The transfer date must be within three months of the original date booked or it will be treated as a cancellation and non-transferable, and cancellation charges will apply.
- 20) Should you wish cancel your booking, all cancellations must be emailed to bookings@platinumlimohire.co.uk. All booking fees are non-refundable.
In the event of cancellation within 28 days of the date of hire, all monies paid are non-refundable. Cancellation charges apply from when written notice is received by ourselves.
- 21) PL reserves the right to pass the hirers details to debt collection agency if the balance of any of bookings cancelled within 28 days of the hire is not paid.
- 22) The limousine divider between the driver and passengers must be kept down at all times for security and safety purposes.
- 23) In the unlikely event of a complaint, all complaints need to be emailed to the address below, **ONLY** the hirer will be able to submit a complaint. Please allow up to 28 days for a reply. We do not deal with complaints over the telephone.
- 24) PL reserve the right to cancel any hire due to unforeseen events/circumstances – e.g.: weather/road conditions /traffic flow/delays. If PL cancel the hire, then a full refund of the hire cost paid will be refunded by the same means the booking was paid. No compensation or additional fees will be paid.
- 25) All amendments/payments made to your booking can only be made during office hours 0900-1700 Mon-Fri. Any alterations within 14 days must be made by email by the hirer & the hirer must call the office to confirm the changes have been made by the office.
- 26) Items given complimentary are always subject to availability while stocks last and do not form part of the hire cost.
- 27) Although every effort is made, special requirements cannot be guaranteed, but PL will endeavour to try their best to fulfil your requirements.
- 28) The hirer must be fully aware that chauffeurs will only be able to carry out what is agreed on the booking confirmation, any special requirements or additional journey or trips must be cleared via the office, by calling the number below.
- 29) It is the hirers responsibility to inform PL of a contact number for on the day of your hire that is always contactable.
- 30) Return Airport Collections: Clients must text Or call the on call number +447432 786786 to inform PL that the flight is delayed, if delayed and PL cannot cover the new times – the hirer accepts no refund will be given.
- 31) All wedding packages when requested may include Ribbons/Bows, these items are complimentary and do not form part of the hire cost, however we do our utmost to provide these but these cannot be guaranteed.
- 32) No Alcohol for under 18's – a challenge 25 policy - Photo ID will be required to be shown to driver.

PL reserves the right to refuse or cancel any hire at any time, without prior notice.

Contact Details:
Email: sales@platinumlimohire.co.uk
Tel: 0800 0842 786

