

Terms & Conditions/Reservation Agreement

Recommendation: Always make sure to allow ample time for chauffeur to get the vehicle clean and sanitize properly minimum 6 hours notice is required to provide the best service quality.

Confirmations - All bookings are given a unique reservation number. For any alterations or cancellations, please refer to your confirmation number.

Cancellations - The cancellation of your booking must be sent by or emailed to Private Driver London (info@privatedriverlondon.co.uk)

Transfers and Airport Transfers

You have the right to cancel for a 10% charge up to 48 hours prior to pick up. If the cancellation is made within 48 to 24 hours, you will incur a charge of 50% of the quoted rate. If less than 24 hours' notice is given, the penalty is 100%. You will not be eligible for a refund and a cancellation invoice will be supplied on request.

One-Day Tours and Weddings

Airport and Station transfers will be charged separately on top of hourly pricing.

You have the right to cancel for a 10% charge up to 48 hours prior to pick up. If the cancellation is made within 48 to 24 hours, you will incur a charge of 50% of the quoted rate. If less than 24 hours' notice is given, the penalty is 100%. You will not be eligible for a refund and a cancellation invoice will be supplied on request.

Multi-Day Tours

You have the right to cancel for a 10% charge up to 7 days prior to the start date of your tour. If the cancellation is made within 7 to 4 days, you will incur a charge of 50% of the quoted rate. If less than 4 days' notice is given, the penalty is 100%. You will not be eligible for a refund and a cancellation invoice will be supplied on request.

Waiting Time – We understand that third-party circumstances may not allow you to reach the pickup location on time. This is why we provide a free waiting time service.

AIRPORT PICKUPS

The first 45 minutes of waiting time are included in the hire price and start from the moment the plane has landed. Thereafter, the waiting time will be charged at our hourly rate based on our current tariff at the time of the journey.

ALL OTHER PICKUP LOCATIONS

The first 15 minutes of waiting time are included in the hire price and start from the booked pickup time, even if your driver arrived early. If you request your driver to wait, the next 15 minutes will be charged at GBP 1.35 per minute. Thereafter, the waiting time will be charged at our hourly rate based on our current tariff at the time of the journey.

No Shows - If the client fails to arrive at his/her collection point, No Refund will be issued. We will always try to make contact with the Client or the Booking contact before the driver is instructed to leave.

Booking Amendments –Private Driver London reserves the right not to accept amendments made less than 24 hours prior to pick up.

Prices - The booked price is guaranteed to remain the same as quoted at the time of reservation as long as no alteration has been made to the itinerary after the reservation has been made. Extra journeys or duties requested by clients on the day will be charged as below:

One-Way Transfers - If a ride is spontaneously lengthened, the service will be newly calculated and priced according to our additional stop price structure.

Hourly Bookings - A distance of 10 miles/hour is included in the hourly hire price. Additional miles will be charged as per our additional mile price structure.

Tolls - Additional costs incurred on the journey including Tunnel/Train and Motorway Tolls will be charged at cost.

Government Fees - Additional costs incurred on the journey including Congestion Charges, parking, and drop-off charges will be charged at cost.

Late Night Fees - A 20% surcharge will apply to bookings made between the hours of 10 pm and 6 am.

Smoking - Private Driver London operates a strict No Smoking policy in all our vehicles.

Responsibility - Private Driver London does not accept responsibility for the following:

- Delays due to adverse weather conditions.
- Theft or Damage of any item belonging to any of the passengers traveling in our vehicles unless caused by a member of our staff.
- Delays caused by road traffic accidents or other traffic conditions.
- Any passenger leaving possessions or items in the vehicle does so at their own risk.

Damage - If any of our vehicles are damaged or soiled as a result of a passenger's actions, we will charge the client fully for the amount to rectify the vehicle and for time lost whilst the vehicle was taken out of the fleet.

Gratuities - Gratuities are at the client's discretion and are not included in the price. If the client wishes to make a gratuity payment, he/she may request this be charged at their discretion.

DURING SERVICE IN THE METROPOLITAN AREA OF LONDON TRANSPORT FOR LONDON CONDUCT ON-THE-SPOT CHECKS. WE HAVE NO JURISDICTION OVER THIS AS COMPLIANCE MUST BE FOLLOWED. THIS CAN CAUSE DELAYS WITH US HAVING NO CONTROL OVER THESE LEGAL CHECKS. THANK YOU FOR YOUR ANTICIPATED UNDERSTANDING

Cancellations upon any unforeseen circumstances will cost an admin fee of min 20% in any case.

International Payments must show as CLEARED FUNDS before our services are deployed as delays in processing are dependent on the country of origin.

Chauffeur should be allowed at least 1 hour and 30 minutes of flexibility on any payment confirmation under 3 hours. Client has no right to cancel upon any delay up to 1 hour and 30 minutes. If so the penalty would be full charge without exception.

Under any circumstances Private Driver London reserves a right to Hold 40% of the total paid amount to cover the admin cost.

Any bookings made less than 6 hours notice period:

Private Driver London reserves the right to allocate any vehicle and no complaints for service quality are acceptable; the client does not have the right to claim any refund.

Private Driver London wishes you a pleasant journey and thank you for taking the time to read our Terms & Conditions.