

# Northampton Wedding Cars - Terms & Conditions

## **1. Northampton Wedding Cars responsibilities**

We will collect you and or your guests, at the appropriate time and place and will convey you or them to the agreed destination in an appropriate and timely manner.

We will always act in a professional manner at all times by being courteous and polite and provide a confidential service.

Safety is of paramount importance and is therefore important that sufficient time is allowed for all journeys, therefore Northampton Wedding Cars will endeavour to ascertain any potential traffic delays before the journey, and where possible advise you of the situation beforehand but cannot be held responsible for situations outside our control. Our drivers will always use their very best endeavours to get you to the destination on time being mindful of the traffic laws.

Northampton Wedding Cars will be responsible for the behaviour and action of their staff when working with our clients.

## **2. Client Information & responsibilities**

Northampton Wedding Cars require full information on the exact pick up points and destination and the number of passengers, any detours or any route requirements or stops plus drop off and pickup times.

24 hours' notice is required for any changes to the itinerary or passengers and may be subject to extra charge if notification is less than 24 hrs. We would endeavour to accommodate late changes subject to discussion and agreement.

## **3. Payment**

An initial deposit will secure your preferred car, date and time.

All balances to be paid in full 28 days prior to the wedding or function date.

Deposits are non-refundable but we would happy to reschedule where possible (additional charges may be incurred)

Refunds any refunds at discretion of Northampton Wedding Cars and are limited to the value of the booking only and any request must be made in writing within 10 days from the date of travel.

## **4. Disruptive or Inappropriate Behaviour**

All passengers are expected to act in reasonable, responsible and considerate manner, if we consider inappropriate behaviour could cause offence or endanger anyone they will be asked to leave the vehicle and they would be responsible themselves for the rest of their journey.

## **5. Smoking Policy**

For the comfort of all our passengers all our vehicles are Non- Smoking, however we would be pleased to a stop for all passenger by arrangement.

## **6. Insurance**

Northampton Wedding Cars has full "hire and reward" insurance which covers all passengers travelling, entering or alighting from our vehicles

## **7. Exceptions**

Northampton Wedding Cars will always endeavour to carry out its obligations but cannot be held responsible for anything beyond its control i.e. Weather (snow, flood, storm etc.), road works, traffic jams, civil disruption, strikes, anything that is statutory, legislative or regulative in nature. This list is not exhaustive but gives an indication of the exceptions. Furthermore it does not accept responsibility for injury, ill health, death of any passenger unless directly caused by a member of Northampton Wedding or any loss damage to passenger's their possessions or third party services booked by Northampton Wedding Cars for or on behalf of its client / passengers.

## **8. Substitute Vehicles**

Northampton Wedding Cars reserve the right to substitute a vehicle due to unforeseen circumstances and to inform you at the earliest opportunity.

## **9. Photography / Videography**

We are happy for you to take and print photographs of the cars and or the Chauffeurs but Northampton Wedding Cars will retain all intellectual property and for any photos taken by us with your permission for possible inclusion in our marketing unless expressly wished otherwise.

## **10. Statutory Rights**

None of your Statutory Rights are affected by our terms and conditions

## **11. Terms & Condition Amendments**

Northampton Wedding Cars reserves the right to change, alter or amend the Terms & Conditions

**Stephen Holliday**  
**Northampton Wedding Cars**  
**26 Vantage Meadow**  
**Ecton Brook**  
**Northampton**  
**NN3 5EJ**

**PHONE: 01604 945 911**

**MOB: 07947 639 838**