



## Payment Terms

Credit card payments are subject to a 3% surcharge. Debit cards have no surcharge.

All prices are exclusive of VAT charged at 20%.

Our payment terms for all bookings are: 25% deposit with the remaining balance due 7 days prior to the booking. Wedding car hire payments will be taken 14 days prior to the event.

Your booking may be subject to additional waiting time and car park charges.

The charge on your credit card statement will be shown as Limo 1 Limited.

## Cancellation and Refund Policy

1. If a booking is cancelled by the Customer within 12 hours from the start of the period of hire, there will be no charge. Up to 8 hours will carry a charge of 50% of the total hire price and any cancellation up 4 hours will be charge at 100% of the total hire price.
2. If a wedding booking is cancelled within 1 month from the start of the period of hire, the deposit will be non-refundable. If a wedding booking is cancelled within 7 days from the start of the period of hire, the full hire amount will still be charged to the customer.\*
3. If the customer does not appear at the time and place designated as the pickup point, all monies paid will be non-refundable.

## Terms and Conditions

- Whilst we do our utmost to ensure our drivers are punctual, you will understand that we cannot accept responsibility for delays caused by circumstances out with our control.
- The driver will drive at safe and sensible speeds in accordance with road conditions, traffic and the legal speed limits.
- Clients are responsible for any damage they cause to the interior and or exterior of a vehicle on hire to them and will be billed accordingly for any repair or valeting required in order

to reinstate a vehicle to working order.

- We may provide subcontracted vehicles occasionally.
- By supplying your email address you permit BK Executive Cars to contact you via email, in return we promise never to supply your email to any third party.
- If there are any changes or variations including extra mileage to the journeys other than what was agreed at the time of booking, the client will be charged extras in accordance with the pricing structure on our website.
- We reserve the right to supply a different vehicle in case of the vehicle being damaged, the vehicle being off road or that vehicle has been sold. The replacement car will be of an equivalent standard or better. We also reserve the right to change the chauffeur at any time if necessary.
- Every effort will be made by BK Executive Cars to ensure that our vehicle(s) or affiliate companies vehicle(s) arrive on time.
- Our Chauffeur(s) will travel by the most appropriate route on the day, unless instructed otherwise by the Customer at the time of booking.
- BK Executive Cars vehicle(s) and affiliate companies vehicles are fully insured for passenger and third party claims. However, customer's properties are carried entirely at their own risk and BK Executive Cars shall not be held responsible/liable for any loss/damage to such property.
- BK Executive Cars will keep a lost property book at their office, and will endeavour to return any lost goods left in our vehicle(s) or affiliate companies vehicle(s) to the customer.
- BK Executive Cars and its chauffeurs have the right to refuse to carry any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat either to the Chauffeur, the vehicle or any other passenger(s).
- BK Executive maintains a strict non-smoking policy in all its vehicles.
- Nothing contained in these terms and conditions can affect the Client's' statutory rights.