

Terms & Conditions of Hire

- Drivers from FAB Chauffeurs will travel by the most convenient and expedient route (within reason) unless specifically instructed to the contrary by their client.
- FAB Chauffeurs accepts no responsibility for loss or damage to any luggage/property carried in their vehicles, irrespective of the manner in which the loss/damage is sustained.
- FAB Chauffeurs operates 24 hours a day, 7 days a week, 364 days a year.
- FAB Chauffeurs adopts a non-smoking policy in each of their vehicles.
- Late bookings (within 2 hours of required time) will only be accepted subject to availability.
- FAB Chauffeurs will not be held responsible for any meeting/ appointment/ flight missed as a result of traffic or road conditions out of the control of FAB Chauffeurs or their Drivers. However, every possible effort will be made to avoid such a situation.
- FAB chauffeurs reserves the right to levy a 50% surcharge on any public holiday, with the exception of Christmas Day and New Year's Day when a 100% surcharge will be levied.
- FAB Chauffeurs do not make online bookings and only accepts payments online for bookings made over the phone with a representative of the company.
- FAB Chauffeurs may provide subcontracted vehicles occasionally
- By supplying your email address you permit FAB Chauffeurs 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 change your vehicle or chauffeur at any time if necessary
- Every effort will be made by FAB Chauffeur Services to ensure that our vehicle(s) or Sub-Contractors vehicle(s) arrive on time.
- FAB Chauffeur Services vehicle(s) and sub-contracted vehicles are fully insured for passenger and third party claims. However, customer's properties are carried entirely at their own risk and FAB Chauffeurs shall not be held responsible/liable for any loss/damage to such property.
- FAB Chauffeur Services will keep a lost property book at their office, and will endeavor to return any lost goods left in our vehicle(s) or subcontracted vehicle(s) to the customer.
- FAB Chauffeurs 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 behavior poses a threat either to the Chauffeur, the vehicle or any other passenger(s).
- Nothing contained in these terms and conditions can affect the Client's' statutory rights.

PAYMENTS & DEPOSITS

- All Credit Card payments are subject to a 3% surcharge
- FAB Chauffeurs Services accepts all major credit and Debit cards
- Deposits must be received before the event in order to reserve a vehicle(s), otherwise our office will still offer cars out until such time a deposit is taken
- Balances must be paid in full prior to event, pick up, unless otherwise arranged. If paying by cheque we require 4 days clearance before collection date. If paying on the day (cash only) all payments must be settled in full on arrival of vehicle, under no circumstances the job will continue unless fully paid before hire,
- Special circumstances for late payment (left cash at home, someone else paying), in these instances a 10% late payment charge will be added for any unnecessary delays to the driver after the event has finished (if the driver is left waiting for his payment for more then 30mins, then overtime rate is applied
- All payments to FAB Chauffeur Services
- FAB Chauffeur Services will make an appropriate additional charge for excessive parking and entrance fees unless a fully inclusive charge has been quoted beforehand

GRACE PERIOD

- A twenty (20) minute grace period shall be given for late running of an event, please note this applies for lateness due to traffic, people lost, late arrival of guests, it is not an extension of time for liberty taking,

LATE ARRIVAL

- If the vehicle arrives late due to weather, accident, major traffic congestion due to unforeseen events or any other misfortune beyond FAB Chauffeurs control, FAB Chauffeurs will try to make up any loss of time in the safest and most appropriate manner they can to insure a smooth running of the booking. In the event of a breakdown (mechanical /electrical) or accident FAB Chauffeurs will offer a replacement vehicle like for like or something similar in size or colour subject to availability. FAB Chauffeurs will not be liable to give any refund or reduction in price in this case. If the car is rejected by the client He/she will still be liable to pay in full for the booking

DAMAGES TO VEHICLE(S)

- We reserve the right to charge the customer a minimum of £180 for any damage to or soiling of the car or any of its equipment caused by you or members of your party. Payment of the minimum damage charge must be settled before the end of the hire. We do not accept cheques, debit cards, credit cards or foreign currency as payment on the day of hire. In the event that payment of damage-related charges cannot be made on the day of hire, the customer agrees that the amounts will be charged to the credit or debit card with which the booking deposit was paid. Credit card payments are subject to a 3% surcharge on the transaction amount. Where the cost of rectification or repair may, in the view of the driver, exceed £180, the minimum charge will not apply and an estimate will be obtained by a third party and the booking customer will be liable for the costs
- Clients who book the vehicle will be responsible for all the damages (inside interior & outside bodywork) to the vehicle(s) caused by themselves or any of their party
- For weddings where (i.e. Money) is thrown near the vehicle any damage caused to the paintwork as a result of this ceremony, clients will be held fully liable for repairs and any holding deposits will be lost plus cost of repairs to follow.

OVERTIME

- The hire agreement between us includes specified pick up and return times and/or duration of hire. Adhering to these times forms an integral part of our operation. Where these times are not adhered to, we may incur additional cost or risk disappointing other customers. For that reason we reserve the right to levy additional charges should the times agreed between us not be adhered to by the customer. The overtime rate that will be charged depending on vehicle MERCEDES S CLASS £65.00, BENTLEY ARNAGE £95.00, BENTLEY FLYING SPUR £110.00, ROLLS ROYCE PHANTON £150.00, MAYBACH £150.00. Rates are for each hour or part thereof
- Non – account customers payment of all overtime charges must be settled before the end of the hire. We do not accept cheques, debit cards, credit cards or foreign currency as payment on the day of hire. In the event that payment of overtime charges cannot be made on the day of hire, the customer agrees that the amounts will be charged to the credit or debit card with which the booking was made. Credit card payments are subject to a 5% surcharge on the transaction amount. All account customers overtime will be added to the booking and invoiced to the account, clients may be required to sign an overtime sheet as proof of hours on the day.

CANCELLATION POLICY & REFUND POLICY

- If a booking is cancelled by the Customer within 48 hours from the start of the period of hire, 50% of all monies paid will be non-refundable.
- If a booking is cancelled by the Customer within 24 hours from the start of the period of hire, 100% of all monies paid will be non-refundable.
- If the customer does not appear at the time and place designated as the pickup point, all monies paid will be non-refundable.

PRIVACY POLICY

FAB Chauffeur Services are committed to protecting your privacy. The personal information which we hold will be held securely in accordance with our internal security policy and the law.

FAB Chauffeurs only collect information about you to process your quote or booking requests.

The type of information we will collect about you includes: your name, address, phone number, e-mail address, credit/debit card details.

We do not store your credit/debit card information, it is destroyed once your booking has been processed

We will not e-mail you in the future unless you have given us your consent and you can be sure that under NO Circumstances will we divulge your information to any third party.

We will give you the chance to refuse any marketing e-mail from us in the future.

The information we hold will be accurate and up to date. You can check the information that we hold about you by e-mailing us. If you find any inaccuracies we will delete or amend them promptly. If you have any questions or comments regarding privacy, please [contact us](#).