

Terms and Conditions :

1. To enable us to meet your requirements efficiently we require at least 24 hours notice. However if the booking is of an immediate nature, we will try to accommodate but not guarantee the booking according to our availability.
2. No alcohol will be permitted 'inside' the vehicle at any time under any circumstances. All alcohol transported must be stowed in the exterior luggage compartment. Should the vehicle require valeting due to negligence or alcohol illness a charge will be made of £90.00 for Private hire vehicles and £100.00 for minibuses -to cover cost of cleaning and subsequent loss of earnings.
3. Smoking is against the law in the UK and is not permitted in or around the vehicles
4. The company reserve the right to decline any bookings and to request any passenger to leave the vehicle if it deems his/her conduct to be incompatible to the comfort of the driver.
5. Unless otherwise instructed by the passenger, routes travelled will be at the drivers discretion, in accordance with road, traffic and weather conditions, whether the route is the shortest or not. No allowance will be made to the hirer on the ground that the route adopted is not actually the shortest. Neither the company nor its agents or employees will be responsible for any delay howsoever caused.
6. Every endeavour is made to provide the type of vehicle that is requested, however, no liability will be accepted if this is not possible. An alternative vehicle of similar specification will be supplied in this event. We reserve the right to supply a Higher specification vehicle, including those of other operators, than the one ordered.
7. The carriage of luggage is entirely at the owner's risk, the Company will not be held responsible for any damage to, or loss of personal property carried within the luggage area or within the passenger area of the vehicle. Whilst we endeavour to estimate the amount of luggage transported on airport transfers, we are restricted on luggage compartments sizes. It is strictly forbidden to load luggage on passenger seats in a car for obvious safety reasons. If we feel it is necessary to arrange for a larger vehicle to carry luggage in excess of notification this will be charged accordingly. Please note this does not necessarily equate with the number of persons carried.
8. Every endeavour is made for the faultless running of the vehicles, but no responsibility can be accepted for any breakdown whatsoever or any additional expense or loss incurred by the client/s or passenger/s thereafter. All vehicles are cleaned prior to departure, but no liability can be accepted for clothing etc., being marked, stained or dirtied by road dirt, oil or grease from any part of the vehicles.
9. Any damage, breakages etc to the vehicle upholstery, trimmings or seat belts will be the responsibly of the hirer who will be invoiced for the necessary repairs. All our vehicles are strictly NON SMOKING.
10. Our tariff card does not constitute an offer of contract.
11. All our vehicles are fitted with seat belts conforming to EU regulations, it is up to the hirer (not the driver) to ensure that seat belts are worn The Company will not be held responsible for any claims resulting from the non or misuse of seat belts.
12. All invoices are deemed correct if not queried within (7) seven days and must be paid in full prior to the commencement of the journey. Any discounts given will be deemed null and void if this condition is not met. The company reserve the right to pursue outstanding sums owed through civil court.
13. Cancellations within 24 hours of collection time are charged at full rate unless they are for a local journey when a call out charge will be levied. Cancellations for airport collections will be charged at full rate if the driver has been dispatched to the collection area.
14. All charges based on time are charged in fifteen minute increments. All charges based on mileage are charged to the last mile or part thereof.
15. If you have a problem or complaint it is essential that you inform the driver immediately, if you wish to make a formal complaint, please notify our office in writing no later than 7 days after your planned journey.
16. Individual amendments to these terms and conditions must be approved and underwritten by the directors of The Company.
17. Without prior notice: The Company reserves the right to amend, change, delete or add to these terms and conditions whenever necessary.

CHILDREN

Swan chauffeur car ltd DO NOT provide child seats for our vehicles. If a child seat is required for your journey, it must be provided by the parent/carer of the child and fitted correctly. The parent/carer is responsible for the safety of the child at all times.

WAITING TIME

The first 30 minutes of waiting time (excluding airport transfers) is included in the hire price. Thereafter, waiting time will be charged at our basic hourly rate based on our current tariff at the time of journey.

COSTS

Any costs incurred on the journey (including parking costs and toll costs) will be charged at cost. If parking tickets are issued to our drivers/vehicles as a result of passenger instructions then the client named on the contract will incur additional costs to cover these.

DISORDERLY BEHAVIOUR

Swan Chauffeur Car Ltd reserve the right to refuse travel to any person deemed to be a nuisance or danger to our passengers or employees. If necessary Swan Chauffeur Car Ltd Cars may request the police to assist us in removing any offenders from our vehicles. In these circumstances NO REFUND will be issued and NO COMPENSATION will be paid.

CANCELLATIONS

A cancellation charge of £50 applies after booking is made, if less than 7 days notice is received 50% charge, if less than 48 hours 100% charge. A cancellation invoice will be supplied for insurance claims. If the client fails to arrive at his/her collection point then NO REFUND will be issued. Should you wish to cancel your confirmed booking, the person who made the booking must advise the Company in writing. SWAN CHAUFFEUR CAR LTD This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions.