



## **Terms and Conditions of Hire**

**HIRES:** All hires start and finish at the company's garage or base when on location..

**QUOTATIONS:**

UI Chauffeurs Ltd furnishes quotations under the following conditions.

[A] Prices are based upon costs prevailing at the time the quotation is given and in accordance with the details provided by the Hirer. Any subsequent additions, deletions or amendments will require a new quotation to be given.

[b] Unless otherwise stated such prices will remain valid for a period not exceeding 28 days and are subject to availability at the time of booking.

[c] Unless otherwise stated quotations will not include the payment of tolls, ferry charges, parking fees, accommodation, admission charges, catering, VAT, etc. where applicable.

[d] Subsequent bookings will be accepted subject to availability.

**ROUTES & ITINERARIES:** Routes taken and itineraries to be followed shall be in accordance with schedules provided by The Hirer to UI Chauffeurs at the time of the quotation, or at the time of booking. If no specific route is specified such route will be at UI Chauffeurs discretion, or in line with the criteria used in the original quotation. Any deviations from routes or change to itinerary requested by the Hirer, unless for reasons of safety, may incur an additional charge which will be at UI Chauffeurs discretion. Any such charge will be in line with additional costs incurred or the cost of hiring a subcontractor to cover work that the vehicle was scheduled to run onto had the route or itinerary not been changed. Between outward and return journeys the vehicle may not remain at any destination or be accessible to passengers unless specific arrangements for this have been agreed prior to the commencement of the hire.

**JOURNEY TIMES:** UI Chauffeurs will endeavour to complete journeys in the times required and will give its best advice at the time of the booking, if asked to do so, on probable journey times, but it is the Hirers responsibility to satisfy themselves that enough time has been allowed to complete their journey to meet with any deadlines or onward connections. We cannot accept responsibility for the consequences of delays caused by circumstances or events which we could not have foreseen or, are beyond our control. It is strongly recommended that you should consider insuring against risk if journey times are particularly crucial.

**PROPERTY & PERSONAL LUGGAGE:** Whilst we will take all reasonable care with passenger's luggage and any other items they may bring on our vehicle, we do not accept responsibility for loss or damage caused to these items whilst on the vehicle. Personal Insurance of luggage and valuables is strongly recommended. Any passenger's property discovered on the vehicle after the hire will be stored, and may be claimed in accordance with the current Lost Property Regulations.

**PASSENGER NUMBERS:** The number of passengers conveyed on any vehicle shall not exceed the number of passenger seats thereon.

**CONTRACTUAL OBLIGATIONS:** Whilst UI Chauffeurs will make every effort to fulfil its contractual obligations, the liability of UI Chauffeurs for any loss, damage, delay or inconvenience caused by the failure of any vehicle on hire to attend or leave at the specified time of each hire, or for any deviation from the route notified by the Hirer, including any failure to complete such route, or for any delay in the operation of the hire caused by operational difficulties, breakdown or in any other manner howsoever caused, shall be limited to the cost of the hire.

**EXCLUSION OF HIRER'S TERMS & CONDITIONS:** No general terms & conditions of the Hirer shall be applicable to contracts entered into between the Hirer and UI Chauffeurs.

**CANCELLATIONS:** In the event of cancellation of any hire by the Hirer or by any person or body representing the Hirer, or a hire being deemed by UI Chauffeurs to have been cancelled by the Hirer through his failure to pay the charges for the hire within the period stipulated by UI Chauffeurs. UI Chauffeurs reserves the right to charge the Hirer a cancellation fee, if the cancellation, or deemed cancellation {as the case may be} occurs once the hire has been confirmed by UI Chauffeurs.

Cancellation between 7 and 2 day before Journey - 25% of hire charge.

Cancellation within 48 hours of booked journey - 100% of hire charge.

Cancellations of a wedding, tours, major events or any service that has been booked well in advance where a deposit is requested (Generally 30%) will result in loss of 100% of the deposit with immediate effect on booking (No exceptions) and complete loss of balance 30 days before the date of the event.

**CANCELLATION BY** UI Chauffeurs Ltd. In the event of the cancellation of any hire by UI Chauffeurs, the tender of repayment to the Hirer of all sums paid in respect of the hire shall be the full extent of UI Chauffeurs obligations and such tender of repayment shall constitute a full discharge of any claim.

**SUBCONTRACTING:** Where a vehicle is not available from the UI Chauffeurs fleet, for any reason whatsoever, it would be normal practice to hire in from other contractors to satisfy the Hirers requirements unless specifically instructed to the contrary. In such circumstances, it should be understood that UI Chauffeurs would be acting as an agent for the Hirer, Any terms and conditions imposed by such contractors shall be binding on the Hirer as if they had directly contracted such services.

**PAYMENT:** Where account facilities exist our settlement terms apply. Clients wishing to open an account should apply in online [click here...](#) If preferred, payment may also be made by Credit Card [click here...](#) (3.5% charge on all credit or debit cards) or by cheque by posting to our registered address.

**INSURANCE** All WofSCD LTD vehicles carry fully comprehensive chauffeur Insurance cover with unlimited passenger liability.

**COMPLAINTS:** We trust that you will have no cause to complain, but in the event of this being necessary, it must be done, in writing, as soon as possible and, in all events, within 14 days of the end of the hire.

**APPLICABLE LAW:** These conditions and also any contract made between UI Chauffeurs Ltd and a Hirer shall be governed by Scottish Law, and in the event of any dispute both parties agree to submit to the exclusive jurisdiction of the Scottish Courts.