

## **Terms and Conditions for UKAY Royal Carriages (“URC”)**

### **1. Booking and Payment**

- a. A 50% non-refundable deposit is required to confirm a reservation. Upon paying the deposit at the time of reservation, the Client has entered a legally binding contract with URC and has agreed and is liable to make full payment in accordance with the terms and conditions.
- b. To secure and complete the booking, the full payment must be made at least 15 working days before the hire date.
- c. Any additional charges (e.g. overtime, additional stops, damages to the vehicles, excess cleaning (vomiting, smoke grenades etc.), extra mileage, parking fees, toll charges, agreed penalty charge notices, additional requests etc.) will be billed after the service and must be paid within 3 working days of the hire date.

### **2. Cancellation Policy**

- a. Cancellations made 91 calendar days before the hire date will incur a 75% cancellation fee of the total hire charge.
- b. Cancellations made within 90 days of the hire date will be charged in full. The Client is required to make the remainder of the payment within 15 working days of cancellation.

### **3. Service Duration and Overtime**

- a. The hire period starts from the agreed arrival/pick-up time (whichever is earlier) and ends at the agreed departure/drop-off time (whichever is later).
- b. Overtime will be charged at £100.00 per hour and is subject to availability.
- c. If your event is delayed, we reserve the right to terminate our service and depart at the originally agreed upon time. No refunds or compensation will be provided resulting from termination. It is the Client's responsibility to ensure punctuality to avoid any disruption to the service.

### **4. Vehicle Use**

- a. The vehicle is hired for the agreed itinerary only. Any changes must be communicated in advance and will incur additional charges.
- b. The vehicle is hired solely for the purpose of photography (where specified) and/or the transportation of passengers as agreed during the reservation. Under no circumstances will URC permit the carriage of goods, luggage, or any other items in the vehicle or its boot that are not expressly agreed in advance at the time of reservation.
- c. No smoking, eating, or drinking is allowed in the vehicle.
- d. Any unauthorised use will result in an additional charge or immediate termination of the hire without refund which remains the direction of URC.

### **5. Driver Conduct**

- a. The chauffeur will drive at safe and legal speeds and will choose the best route.
- b. If the Client or their party provide directions to the chauffeur, it is up to the chauffeur's discretion whether to comply with the same. If these directions cause a delay, URC bears no responsibility with respect same.

- c. The chauffeur has the right to refuse service to any passenger who is under the influence of alcohol or drugs etc. anyone who is abusive or whose behaviour poses a risk to the vehicle or others.

## **6. Client Responsibilities**

- a. The Client is responsible for any damage caused to the vehicle, the chauffeur, or any URC staff by yourselves, your guests, or any items, decorations, or equipment you provide or arrange. This includes, but is not limited to, damage resulting from any decorations or equipment etc.
- b. You must ensure that all personal belongings are removed from the vehicle at the end of the hire period. URC is not responsible for any lost or damaged items. If an item is left in the vehicle, you must pay for any charges incurred in returning the same. If URC is to return an item, URC reserves the right to return the item at a time and place convenient to URC.

## **7. Liability**

- a. URC is not liable for any delays caused by traffic, weather, or other unforeseen circumstances, which includes the vehicle breaking down, accidents etc.
- b. URC is not responsible for any loss or damage to personal property during the hire period.

## **8. Special or Additional Requests**

- a. Any special or additional requests (e.g. specific routes, decorations, music) must be communicated at the time of reservation and will incur additional charges. URC reserve the right to deny any special or additional request.
- b. URC is not required to fulfil any special or additional requests made after the time of paying the deposit.

## **9. Force Majeure**

- a. URC is not liable for any failure to perform its obligations due to events beyond its control, such as traffic, accidents, vehicle breakdown, natural disasters, strikes, or any other unforeseen circumstances.

## **10. Substitution of Vehicle**

- a. In the event of a vehicle breakdown or any other issues, URC reserves the right to substitute the booked vehicle with another vehicle. If a replacement is not available, a full refund will be provided with no liability.

## **11. Photography, Videography and Media**

- a. URC may take photographs, videos or other forms of media of your event, this includes, the vehicle, persons or guests, venue, decorations, food, third party vendors for promotional or content purposes without any objections to the same. Clients who do not wish to be included in such photographs should inform URC during the reservation.
- b. The Client gives URC the authority to use such media as URC wishes.
- c. The Client gives URC authority to contact any of the vendors to obtain media from the event for the purposes of promotional or content creation which URC will use and post.

## **12. Privacy Policy**

- a. URC will handle all personal data in accordance with its privacy policy, which is located on URC's website.

## **13. Health and Safety**

- a. Clients must adhere to all health and safety guidelines provided by the chauffeur, including wearing seat belts at all times.

## **14. Child Seats**

- a. If child seats are required, the Client must inform URC at the time of reservation that children will be present during the ride. It is the Client's responsibility to obtain and provide a suitable child seat and to ensure all children are seated in the child seats.
- b. If URC do provide a child seat (subject to availability), the Client is liable for an additional fee.

## **15. Alcohol Policy**

- a. Consumption of alcohol in the vehicle is strictly prohibited.
- b. If the chauffeur believes, any of the passengers are drunk, likely to vomit, cause harm to the chauffeur or the vehicle, it is up to the chauffeur's discretion to refuse entry or terminate the booking. No refund will be provided for the termination.
- c. If the Client or their passengers vomit in or on vehicle or cause any damage to the vehicle, the Client is responsible for all costs incurred in rectifying the same.
- d. All costs must be paid by the Client within 3 working days of the hire.

## **16. Damage and Cleaning Fees**

- a. Any excessive cleaning required due to spills, stains, or other messes will incur an additional cleaning fee.
- b. The Client will be charged for any damage to the vehicle.
- c. All costs must be paid by the Client within 3 working days of the hire.

## **17. Additional Time**

- a. A grace period of 5 minutes is permitted for delays beyond the agreed schedule.
- b. Once this grace period has expired, an additional charge of £100 becomes immediately payable, regardless of the actual duration of the delay within the first hour.
- c. Thereafter, a further £100 per hour will be charged for each additional hour that the delay continues, regardless of whether the hour is completed.
- d. All additional costs must be paid by the Client before the chauffeur completes the job. The job is only completed once the chauffeur receives full payment of the additional costs. The additional time continues until full payment is made.

## **18. Route Changes**

- a. Any changes to the agreed route must be communicated to the chauffeur as soon as possible. Additional charges will apply for any deviations.

**19. Pets**

- a. Pets are strictly not allowed in the vehicle.

**20. Accessibility**

- a. Clients with specific accessibility needs should inform URC at the time of reservation to ensure appropriate arrangements can be made.

**21. Emergency Contact**

- a. Clients should provide an emergency contact number at the time of reservation.

**22. Lost Property**

- a. URC is not responsible for any personal items left in the vehicle. Any items found will be kept for 7 working days before being disposed of. URC hold no responsibility for the disposed items.

**23. Behaviour**

- a. Clients, their guests their vendors or any other persons at the event are expected to behave in a respectful manner. Any abusive or inappropriate behaviour towards the chauffeur or the vehicle will result in immediate termination of the service without a refund.

**24. Promotions and Discounts**

- a. Any promotions or discounts offered by URC are subject to specific terms and conditions, which will be communicated at the time of enquiry.

**25. Weather Conditions**

- a. URC reserves the right, at its sole discretion, to cancel or reschedule any booking without liability if severe weather or any other circumstances beyond URC's control occur, or are reasonably considered to compromise safety or integrity of the vehicle, chauffeur or URC staff.

**26. Fuel Policy**

- a. The hire price includes fuel for the agreed itinerary during the reservation. Any additional mileage beyond the agreed route will incur extra charges.

**27. Breakdowns and Repairs**

- a. In the unlikely event of a vehicle breakdown, URC will use all reasonable efforts to provide a replacement vehicle as soon as possible. If a replacement cannot be provided, a full refund will be issued, and URC accepts no further liability. The Client acknowledges and accepts the risks inherent in hiring a classic car.

**28. Event-Specific Terms**

- a. For special events (e.g., weddings, ceremonies, funerals, proms), additional terms and conditions may apply. These will be communicated at the time of enquiry.

**29. Contact Information**

- a. The Client should ensure that URC has up-to-date contact information, including a mobile phone number, email address, address and emergency.

### **30. Service Area**

- a. URC operates within a specific service area. Any requests for services outside this area will incur additional charges and are subject to availability.

### **31. Customer Support**

- a. URC provides customer support during business hours. Any issues or queries outside these hours will be addressed as soon as possible.

### **32. Environmental Policy**

- a. URC is committed to reducing its environmental impact. Clients are encouraged to support this by minimising waste and following any eco-friendly guidelines provided.

### **33. Seasonal Variations**

- a. Prices and availability will vary depending on the season. Clients will be informed of any seasonal adjustments at the time of reservation.

### **34. Partnerships and Affiliations**

- a. URC has partnerships with other businesses. Clients may receive special offers or discounts through these partnerships.
- b. URC work closely with a number of other similar service providers, who may carry out your booking.
- c. URC may outsource the booking to another company, where the third party company accepts the booking, URC hold no responsibility with respect to that booking.

### **35. Emergency Procedures**

- a. In the event of an emergency, the chauffeur will follow established procedures to ensure the safety of all passengers.
- b. In the event of an emergency, please follow the chauffeur's instructions or the instruction of the emergency services or other professional body.

### **36. Referral Program**

- a. Clients who refer new customers to URC may be eligible for discounts or special offers. Details of the referral program can be provided upon request.

### **37. Incentives**

- a. Clients who provide feedback may be entered into a draw for a chance to win a discount on future bookings.

### **38. Gratuity**

- a. Gratuity for the chauffeur or URC staff is not included in the hire price and is at the Client's discretion.

### **39. Insurance**

- a. URC provides insurance for the vehicle and passengers. However, clients are advised to have their own travel insurance.

#### **40. Feedback**

- a. URC welcomes feedback from the Client to improve its services. Feedback can be provided via email ([info@ukayroyalcarriages.com](mailto:info@ukayroyalcarriages.com))

#### **41. Complaints**

- a. Any complaints must be made in writing within 5 days of the hire date to [info@ukayroyalcarriages.com](mailto:info@ukayroyalcarriages.com) together with a text message to 07947 359 633 to state that a complaint has been made in writing and sent to the aforementioned email address.
- b. Clients agree to refrain from making or publishing any false, defamatory, or misleading statements, whether written or verbal, about URC, the chauffeur, its employees, or its services. Any statements that are false, misleading, or otherwise harmful to the reputation, operations of URC, the chauffeur, staff of URC will be treated as actionable under law. We reserve the right to pursue all available legal remedies, including, but not limited to, claims for damages or injunctions.

#### **42. Amendments to Terms and Conditions**

- a. URC reserves the right to amend these terms and conditions at any time. It is the Clients responsibility to check URC's website for updated terms and conditions 24 hours before the Client's event.

#### **43. Language and Communication**

- a. All communications and agreements will be conducted in English. Clients who require assistance in another language should inform URC at the time of enquiry.

#### **44. Legal Compliance**

- a. URC operates in compliance with all relevant local and national laws and regulations. Clients are expected to adhere to these laws during the hire period.

#### **45. Governing Law**

- a. These terms and conditions are governed by the laws of England and Wales.