

Cancellation Policy

Between 08:00 and 20:00 (**UK time**)

- Our cancellation policy is 4 hrs beforehand - full charge
- Between 4-6 hrs 50% charge
- Over 6 hrs no charge

These timings for cancellation assume the pick-up is Central London. Any cancellation that is outside of London, would have the time from W1 to pick-up point added. For example, if a pick-up is in Oxford, the cancellation time required to ensure no charge was incurred would be 4.5 hrs. (4hrs + 90 mins travel time from W1)

Outside of this period :

- Cancellations made after 22:00 and before 08:00 the following day- the 4 hr rule applies. I.e bookings scheduled before 12:00 the next morning - full charge
- This would also apply to changes, if those changes necessitate a change of driver. However, this would not impact small changes where changing the driver was not necessary.

Please note also that email is not monitored 24hrs a day, so any urgent changes outside of the timings above should be made via telephone