

Terms & Conditions

Special Occasion Cars

Chauffeur-driven cars for weddings and other special occasions

1. A booking will be considered confirmed once a) a deposit of £50 per vehicle has been paid or b) if the wedding is in less than two weeks the full amount has been paid.
2. If you wish to cancel the booking completely a refund of the deposit will be made so long as it is more than 4 weeks prior to the booking date.
3. An email confirmation will be sent as receipt of any deposit or booking. Any outstanding balance is required to be paid 30 days before the agreed booked day.
4. Every effort is made to provide the vehicle booked. However, Special Occasion Cars reserves the right to substitute vehicles in the event of unforeseen mechanical failure or other circumstance beyond our control. Vehicles of a lesser charge will entitle the Hirer to a refund of the difference. Where a vehicle of a higher charge is substituted no extra will be charged to the Hirer. In the rare event a mechanical failure/breakdown takes place on route to the ceremony, every possible effort will be made to secure alternative transport.

In the extremely unlikely event of a delay leading to a missed ceremony, a full refund will be offered, including deposit. If there is a mechanical issue/breakdown following the ceremony that prevents any member of the bridal party reaching the reception then a refund will be offered dependent on the proportion of the journey that has been missed and taking into account the loss of any photographic opportunities lost that were due to be taken at the reception venue.

5. All our vehicles and chauffeurs will be immaculately presented. The chauffeurs will politely decline any offer of alcoholic drinks whilst working. The cars will be decorated appropriately for your wedding/ceremony. Special requests can be considered, a small cost may be incurred.
6. Though we will use any available spare time prior to departing for the wedding venue to clean off the worst of the fresh dirt, we cannot guarantee that the car will be 100% perfectly clean if the distance travelled from our premises is great, the weather bad or the road mucky or wet.
7. Special Occasion Cars 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 behaviour poses a threat either to the chauffeur, the vehicle or any other passenger(s).
8. Special Occasion Cars will only carry the maximum number of passengers (excluding the driver) they are insured to carry: Rolls Royce Silver Shadow 3 persons; Jaguar S-type 4 persons; MG ZS180 3 persons.
9. All seat belts, where fitted, must be worn. Passengers under the age of 4 or who require a car seat will not be taken.
10. Smoking or Vaping is not permitted in any vehicle belonging to Special Occasion Cars.
11. Special Occasion Cars will select the route(s) required based in local knowledge and/or satellite navigation. The drivers will use their judgement driving at a lawful, safe and sensible speed in relation to the road and weather conditions.

12. Whilst every effort will be made to arrive at scheduled locations in good time, no responsibility can be taken for unforeseen road closures or for restrictions relating to vehicle access to any location or unforeseen physical delays on route to the ceremony or adverse weather conditions. We cannot be held responsible for late arrival or cancellation due to any other circumstances beyond our immediate control.
13. The Hirer is responsible for any accidental or intentional damage caused to the vehicle(s) by themselves and/or their wedding guests. A minimum charge of £100 will be charged to cover the valet costs should damage be caused by any passenger through drink, food or illness.
14. Special Occasion Cars may take photographs for their own promotional use, they may appear on our social media sites and website. Photographs of children under the age of 16 will not be taken or used. By agreeing to these conditions, the Hirer has given Special Occasion Cars permission to do so, we will own and retain copyright of any image taken but will happily share with anyone seeking a copy.
15. We reserve the right to amend our terms and Conditions at any time.
16. Under the General Data Protection Regulation (GDPR) 2018, certain information will be stored to allow Special Occasion Cars to run its business. By hiring our services you agree to allow us to continue to safely store your contact details e.g. e-mail addresses, telephone numbers, invoice and delivery addresses, all of which will have been provided by you (Hirer), or created by your use of our services.
17. You can, at any time:
 - Request a copy of the personal information we hold about you at any time.
 - Inform us of any changes or corrections to your personal information.
 - Ask us to erase the personal information we hold about you.
18. We respect your privacy, and the safe storage of your personal information is taken very seriously. All our digitally held information is stored on hard drives. We do not share your personal information with any third parties for sales or marketing purposes. The data we hold is crucial to maintain the smooth operation of our service to you.
19. It is important that you 'opt in' with us to keep using our services. By hiring our services we will assume that you wish to do so. Should you wish to opt out at any time, please email jaz.lane@btinternet.com, stating your specific wish to "opt out". We will then remove your data from our records, apart from anything we are legally bound to keep.
20. Bookings are accepted only on the understanding that the client understands and accepts the above terms and conditions of contract and payment of the deposit signifies such acceptance.
21. Thank you for booking with Special Occasion Cars, we enjoy our work and look forward to seeing you, your families and friends on your special day.