

Surrey and Sussex Trikes

Terms and Conditions

Definitions

1. "Us" and "We" refers to the Company, Surrey and Sussex Trikes.
2. "You", "passengers", "passenger", "rider" and "riders" refers to the customer.
3. "Service" or "services" refers to any private hire service provided by Surrey and Sussex Trikes, to the customer. It includes the hire of the chauffeured trike for wedding, civil ceremony or funeral transportation, as a portrait prop and for media purposes.

By placing a booking with us, you are confirming you have read, understood and agreed to abide by the following published Terms and Conditions. Please ensure you understand them fully prior to making a booking with us. An accessible version of this document is available on request.

Bookings

All services must be booked in advance and are subject to availability.

A non-refundable booking fee of 50% of the hire cost, must be paid within 7 days of your acceptance of our quotation and terms and conditions. If payment is not made, the booking will be cancelled.

The balance of the hire fee must be paid no later than 14 days before the date of the service. If payment is not made, the booking will be cancelled and the booking fee retained by us.

Payments

Payments must be made by bank transfer. Details will be provided at the time of booking.

Cancellation and Refunds

If you cancel the booking after payment of the booking fee, no refund will be given.

If you cancel the booking, more than 7 days before the service (after payment of the balance of the full fee) 25% of the total fee will be refunded.

If you cancel the booking, less than 7 days before the service (after payment of the balance of the full fee) no refund will be due or made.

We will only cancel a hire service as a very last resort. Please see below for cancellations relating to bad weather. If we cancel for other exceptional reasons, we will give you as much notice as possible and will refund all monies you have paid us. Our liability will be limited to the total value of the hire.

In the event of government lockdowns, due to Covid 19, within our geographical location, the location of the pick-up point, ceremony venue or reception, a full refund will be made.

Safety

Our first priority is the safety of our passengers, driver and other road users. The trike is fitted with lap belts and these must be worn at all times when riding.

Helmets are provided and must be worn when travelling on public highways. Blue tooth communication is included, so you may communicate with the driver (and each other) at any time.

Passengers must be able to reach the foot rests and keep their feet rested on them at all times, whilst seated on the trike and while it is in motion. Passengers must keep their arms and legs inside the confines of the trike.

All passengers must remain seated for the length of the service.

Passengers must not smoke on or near the trike.

Any passenger who is intoxicated by alcohol or drugs will not be permitted to ride. No refund will be due or made.

A safety briefing will be given by our driver prior to the service and all passengers must follow these instructions whilst riding. Surrey and Sussex Trikes, takes the utmost care of passengers but will take no responsibility for any injury suffered, because the passengers did not follow the safety procedures.

If our driver considers a passenger unsuitable to travel for any reason, we reserve the right to refuse carriage. No refund will be due or made.

We reserve the right to discontinue the service, if the behaviour of guests or passengers becomes unacceptable or dangerous and again no refund will be due or made.

Passengers

A maximum of two passengers can ride the trike simultaneously. There is no upper age limit. Any passenger under the age of 18 years, MUST be accompanied by an adult (over 18years).

All passengers must be able to wear a lap seat belt and reach the footrests. For guidance, the minimum height is approximately 135cm.

Maximum weight per passenger is 18stone (114kg). Please speak to us if this is a concern.

Any passenger who is intoxicated by alcohol or drugs will not be permitted to ride. No refund will be due or made.

Weather

If it is raining, we will provide waterproof jackets and trousers for the passengers. Please advise us at time of booking, if your outfit would prevent these being worn.

If our driver determines that bad weather makes it unsafe to commence the service, we will retain 25% of the total cost of the hire and refund the balance of monies paid.

If after commencement of the service, bad weather prevents completion, a proportionate refund will be made.

If you choose not go ahead with the service, no refund will be due or made (see "Cancellations and Refunds")

Clothing

We will provide waterproof clothing as above, helmets and gloves. The helmets are complete with a clear and tinted visor and blue tooth communication.

You should wear footwear that is securely fitted, no flip flops or open back style footwear.

If in the opinion of the driver your clothing presents a safety risk, you will not be permitted to ride and no refund will be due or made. Please speak to us at the time of booking, if you are concerned your outfit may not be suitable.

Personal Items

We will not be held responsible for any loss or damage to personal property/items, however caused, during the service. All belongings should be secured on your person or given to the driver to be placed securely in the trike's storage area, for the duration of travel. Storage is limited, please speak to us at the time of booking if you are concerned.

Insurance

The vehicle has insurance as a Private Hire Vehicle, which includes Public Liability Insurance.

Miscellaneous

We reserve the right to use any photos taken by our drivers of passengers, in promotional material advertising our services.

We will not be held responsible for financial or personal loss to you or any passenger, due to events beyond our control. These include but are not limited to, mechanical breakdown, civil disturbance, road closures or congestion, terrorist threat and actual or potential, extreme weather conditions.

You are responsible for any damage you or any other passenger, may cause to the vehicle during the hire period. You will be billed accordingly, for any repair or valeting,

required to reinstate the vehicle to good working order. Any persons carrying out acts of vandalism or malicious damage to the vehicle, will be prosecuted.

We reserve the right to amend or change these terms and conditions at any time.

21/08/21