

Terms and Conditions by PCC®

Terms and Conditions

[Prestige Chauffeurs Cardiff Ltd] Chauffeur Services

By making a booking with [PCC®], you agree to the following Terms and Conditions. Please read them carefully.

1. Definitions

- “Company” refers to [Prestige Chauffeurs Cardiff Ltd] Chauffeur Services.
- “Client” refers to the person making the booking and/or any passenger using the service.
- “Service” refers to chauffeur-driven transport provided by the Company.

2. Bookings and Confirmation

2.1 All bookings are subject to availability.

2.2 A booking is confirmed once the Company has received full payment or a deposit (where applicable) and issued a confirmation via email, WhatsApp, or SMS.

2.3 The Client is responsible for ensuring that all booking details (dates, times, pickup/drop-off locations, passenger numbers) are correct at the time of confirmation.

3. Pricing and Payments

3.1 All prices are quoted in GBP (£) unless stated otherwise.

3.2 Prices may be hourly, fixed, or distance-based depending on the service booked.

3.3 Any additional charges (waiting time, tolls, parking, additional stops, extended hours) will be charged accordingly.

3.4 Full payment must be made prior to the commencement of the Service unless otherwise agreed in writing.

3.5 The Company reserves the right to refuse service if payment has not been received.

4. Cancellations and Refunds

4.1 Cancellations must be made in writing (email or message).

4.2 Cancellation charges:

- More than 48 hours' notice: Full refund (excluding non-refundable deposits).**
- 24–48 hours' notice: 50% of the booking fee charged.**
- Less than 24 hours' notice or no-show: 100% of the booking fee charged.**

4.3 Refunds, where applicable, will be processed within 5-10 working days.

5. Waiting Time

5.1 A complimentary waiting time of [e.g. 15 minutes] applies for standard pick-ups.

5.2 Airport pick-ups include [e.g. 60 minutes] complimentary waiting time from the actual landing time.

5.3 Additional waiting time will be charged at the applicable hourly rate.

6. Changes to Bookings

6.1 Any changes to bookings must be requested as soon as possible and are subject to availability.

6.2 Changes may result in an adjustment to the quoted price.

7. Passenger Conduct

7.1 Clients and passengers must behave respectfully towards chauffeurs and vehicles at all times.

7.2 The Company reserves the right to terminate the Service without refund if passengers are abusive, aggressive, under the influence of drugs, or behaving unlawfully.

7.3 Smoking, vaping, and illegal substances are strictly prohibited in all vehicles.

7.4 The Client is responsible for any damage caused to the vehicle by themselves or their passengers.

8. Luggage and Personal Belongings

8.1 Luggage must be suitable for the vehicle booked. Excess luggage may result in refusal of service or additional charges.

8.2 The Company is not responsible for loss or damage to personal items left in the vehicle, though reasonable efforts will be made to return lost property.

9. Delays and Force Majeure

9.1 The Company will make every effort to provide the Service on time but shall not be liable for delays caused by traffic conditions, accidents, road closures, weather, or other circumstances beyond its control.

9.2 In the event of vehicle breakdown or unforeseen issues, the Company will endeavour to provide a replacement vehicle where possible.

10. Child Seats

10.1 Child seats are available upon request and must be booked in advance.

10.2 The Client is responsible for ensuring compliance with UK child seat laws if their own seat is used.

11. Liability

11.1 The Company's liability is limited to the value of the booking fee paid.

11.2 The Company is not liable for indirect or consequential losses, missed flights, or missed appointments due to circumstances beyond its control.

12. Privacy and Data Protection

12.1 Personal data is collected solely for the purpose of providing the Service and will be handled in accordance with UK GDPR regulations.

12.2 Client information will not be shared with third parties except where legally required.

13. Governing Law

13.1 These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

13.2 Any disputes shall be subject to the exclusive jurisdiction of the English courts.

14. Amendments

14.1 The Company reserves the right to amend these Terms and Conditions at any time. The latest version will always apply to new bookings.