

# Terms and Conditions for Classic Elegance Cars Chauffeur Services (Bury MBC Compliant)



Classic  
Elegance Cars

Travel in luxury, arrive with style

By booking services with Classic Elegance Cars, you agree to be legally bound by these terms and conditions.

## 1. Definitions

- "Company," "We," "Us," "Our": Refers to Classic Elegance Cars, a private hire operator licensed by Bury MBC, operator licence number PO0127.
- "Client," "You," "Your," "Passenger(s)": The person(s) using our services.
- "Chauffeur" / "Driver": The licensed driver performing the service, who must be licensed by a Greater Manchester authority when fulfilling a Bury MBC booking.
- "Vehicle": The private hire vehicle used for the service, which must be licensed by the same authority as the operator.
- "Booking": A confirmed reservation for our services, which must be made in advance through our licensed operating centre.

## 2. Bookings and Confirmations

- **Pre-Booking is Mandatory:** All journeys must be pre-booked through our licensed operating centre [website [CEC-hire.co.uk](http://CEC-hire.co.uk), by phone **07377 775865** or by email [CEC-hire@pm.me](mailto:CEC-hire@pm.me)]. It is illegal for a private hire vehicle to ply for hire or for a Driver to accept a fare without a prior booking, and doing so invalidates the insurance.
- **Accuracy of Information:** The Client is responsible for ensuring all booking details (dates, times, pick-up/drop-off locations, flight details, number of passengers, luggage requirements, etc.) are accurate. We are not liable for errors resulting from incorrect information.
- **Fare Quotation:** At the time of booking, we will specify the fare or rate of the fare for the journey, this will be confirmed by a formal quotation by email.
- **Confirmation:** A booking is confirmed by the Company upon receipt of a [written/email](#) confirmation. We will endeavour to ensure a licensed private hire vehicle attends at the appointed time and place.
- **Sufficiency of Time:** We provide advice on journey times in good faith. The Client is responsible for allowing sufficient time for travel to meet connections (flights, meetings, etc.), and we are not liable for any consequential loss or delay outside our control (e.g., traffic, weather).

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## 3. Pricing and Payment

- **Additional Charges:** The Client is responsible for any extra costs incurred during the hire, including tolls, parking, and congestion charges, unless the quote specifically states these charges are included.
- **Waiting Time:** A grace period of [e.g., 15 minutes for standard pick-ups, 60 minutes for airport pick-ups from flight landing] is included. Any additional waiting time beyond this will be charged at our standard rate, which will be communicated in advance if applicable.
- **Receipts:** A written receipt for the fare paid will be provided by email, if requested by the passenger.

## 4. Cancellation and Refunds

- **Cancellation Policy:** Cancellations must be made in writing.
  - More than 24 hours before hire: Full refund
  - 12-24 hours before hire: 50% charge
  - Less than 12 hours before hire or 'no show': 100% charge
- **No Shows:** If the Client fails to show up at the designated time and location without notifying us, the full booking cost and any accrued waiting time will be charged.

## 5. Passenger Conduct and Responsibilities

- **Behaviour and Safety:** Passengers must behave in a civil, professional, and responsible manner. The Chauffeur may refuse carriage to or remove any passenger who is under the influence of alcohol or drugs, or whose behaviour poses a threat or nuisance.
- **Non-Smoking Policy:** Smoking or vaping (including electronic cigarettes) is strictly prohibited in all our vehicles. A specialist valeting charge will be applied for a breach of this condition.
- **Damage and Soiling:** The Client is liable for any damage or excessive soiling caused to the vehicle by themselves or their passengers. Repair or valeting costs, plus any loss of business, will be charged directly to the Client.
- **Number of Passengers:** We will not carry a greater number of passengers than the vehicle is licensed to carry.

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- **Unattended Minors:** Unaccompanied minors (under 18) are carried at our discretion and must be agreed upon at the time of booking.
- **Assistance Dogs:** Guide or assistance dogs must be carried free of charge, and their position in the vehicle will be as directed by the passenger. Other pets may be carried at the driver's discretion.

## 6. Vehicle and Luggage

- **Vehicle Substitution:** We reserve the right to substitute the booked vehicle in exceptional circumstances with an alternative vehicle of an equivalent or superior standard.
- **Luggage:** All property and luggage are carried at the Client's risk. We accept no liability for any loss or damage. The Client must ensure the vehicle is suitable for their luggage requirements.
- **Lost Property:** Lost property will be recorded and stored securely for a minimum of six months in line with Bury MBC conditions. A log is kept for inspection by an Authorised Officer.

## 7. Subcontracting

- We may subcontract bookings to other reputable, licensed private hire operators.
- Crucially, the customer will be informed if the booking is subcontracted to an operator licensed by another authority outside of Greater Manchester, and advised that Bury MBC cannot take licensing action in the event of a complaint. Our terms and conditions will still apply.

## 8. Liability and Insurance

- Our vehicles are fully insured as required by UK law.
- We are not liable for losses, damage, costs, or expenses arising from events outside our control (e.g., severe traffic, accidents, extreme weather), or any indirect or consequential loss such as missed flights or meetings.

## 9. Data Protection and CCTV

- We comply with GDPR and the Data Protection Act 2018.
- Vehicles may have CCTV installed for safety and quality purposes in accordance with Council policy. Phone calls may also be recorded.

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## 10. Complaints

- Any complaints should be directed to us in the first instance. We operate a Customer Service and Complaints Policy.
- If we are unable to resolve the complaint within seven days, we will provide the complainant with the relevant Bury MBC contact details (email and phone number) within 10 days of the complaint date.

## 11. General

- These terms are governed by and construed in accordance with English law and the exclusive jurisdiction of the courts of England and Wales.
- All advertisements will comply with Bury MBC conditions and will not use words like "Taxi" or "For Hire".