

It's how you arrive

MS Executive Chauffeurs – Terms & Conditions

These terms and conditions form part of any agreement between customers and MS Executive Chauffeurs.

1. Clients are not permitted to smoke in any cars, at any time.
2. Clients are not permitted to consume alcohol in a vehicle unless prior agreement has been given.
3. Clients will be liable for any damage to vehicles made by any passenger. The value will be based on the cost of repair from an independent source and loss of earnings for the vehicle.
4. A charge of £100 will be made if a vehicle is left soiled by a passenger.
5. The cost of the vehicle hire is fixed as quoted providing that the payment schedule for the hire is adhered to and the original structure of the hire is not altered.
6. Any changes to the scheduled booking while the job is in progress will be at the discretion of the driver. If changes are agreed, additional payment will be charged to the customer at the standard company rate.
7. The driver will wait 30 minutes at the pickup location, if no contact is made the driver will leave. The customer will be liable for the full cost of the trip.
8. Abuse of any employee or agent of MS Executive Chauffeurs will not be tolerated, it is at the driver's discretion to abort any booking if they feel threatened or abused. In the case of the aforementioned, no refund or compensation will be given.
9. For all car hire a maximum of 4 passengers are allowed. Any additional persons attempting to travel will render the contract invalid. The customer will still be liable for the full cost of the trip.
10. The following schedule of charges will apply to any booking cancellation:

Notice Period	Charge Applicable
Over 48 Hours	No Charge
Between 24 and 48 Hours	50% Charge
Less than 24 Hours	Full Charge

A 'Cancellation Reference Number' (CRN) prior to the commencement time of the booked journey must be obtained in order to cancel the booking.

11. In the event of a vehicle being late please use the provided mobile number to contact the driver, the driver will then advise you of their estimated time of arrival. In this event, do not make alternative travel arrangement without prior agreement with your chauffeur. In this situation a total automatic refund will not be given.
12. Clients must seek permission at the time of booking to carry pets in all vehicles, guide dogs are allowed, but please inform us of this when making the booking.
13. Clients are not permitted to carry illegal material, unregistered weapons, or any illegal drugs in our vehicles. Clients must inform us at the time of booking of any registered weapon that they wish to carry on a journey.
14. The first 10 minutes of waiting time is automatically included in the price quoted, thereafter waiting time is charged in 15 minute increments at the rate published in our tariff. All airport transfers include a 30 minute waiting time instead of the standard 10 minutes.
15. Every effort will be made to supply one of our own vehicles, however we reserve the right to provide a similar alternative vehicle and driver if necessary.
16. All damages are limited to the total cost of the trip booked with MS Executive Chauffeurs.
17. No responsibility for delays caused by adverse weather conditions, strike action, traffic, acts of god, conflict, war or force majeure will be accepted by MS Executive Chauffeurs.
18. MS Executive Chauffeurs accepts no responsibility for theft or damage to property of any passenger, except where such theft or damage is caused by a direct action of MS Executive Chauffeurs employees.
19. If any of the above terms and conditions are broken, it is the drivers discretion to cancel any job with no refund given.

20. No booking will be accepted without customer consent of the above terms and conditions by written communication.