

Terms and Conditions

PAYMENT

1. Parking charges that are necessarily incurred to fulfil a booking will be charged at actuals.
2. Any variations to the journey that involves extra time or mileage may be subject to additional charges.
3. A deposit or full payment may be requested for out-of-town pickups.

CANCELLATION POLICY:

1. If a booking is cancelled between 48 before the pickup time, we shall refund 100% of the amount deposited.
2. If the booking is cancelled between 48 and 12 hours of the requested pick-up time, we shall refund 80% of the amount deposited.
3. Any cancellation requested between 12 hours and start of pick-up time will result into No Refund and we reserve the right to make full charge for the journey.
4. If the passenger does not appear and make contact with our driver at the booked time and the designated pick-up point, we reserve the right to make full charge for the journey
5. Our bookings cancellation policy reflects the availability of the vehicles in our fleet. Upon acceptance of your booking we reserve the availability of the vehicle for you and subsequently refuse all other bookings for that vehicle at that time and on that date.

GENERAL TERMS:

1. Exclusive Cars Basingstoke Limited will attempt to ensure vehicle(s) arrive at the time and place requested. We cannot however accept responsibility for delays caused by circumstances beyond our control, such as mechanical failure, traffic jams, traffic accidents or extreme weather conditions. Nor do we accept responsibility for any consequential loss. Although we shall try to make all efforts to arrange for the alternate options.
2. The Driver will travel by the most appropriate route on the day, unless instructed otherwise by the Client.
3. Unless specified at the time of booking, we may not automatically be able to accommodate additional pick-ups or drop-offs for any journey, although every effort will be made to meet such requirement.
4. If our driver is asked to wait either at the beginning or during a journey, waiting time is chargeable (Usually 50 Pence per minute).
5. Non-airport collections: Except for a 5 minute 'grace' period waiting charges will apply from the booked time, at our current standard rate. Waiting time is charged on airport bookings 45 minutes after landing.
6. We reserve the right to refuse entry to our vehicles to anyone who is thought to be under the influence of alcohol or drugs and/or whose behaviour poses a threat to the safety of the driver, the vehicle or other passengers within the vehicle. We further reserve the right to terminate any journey due to unreasonable or improper behaviour by any passenger.

7. If special cleaning of any vehicle is required because it has been left in an unreasonable state by a passenger/client, we reserve the right to charge the cost of cleaning to that passenger/client.
8. We reserve the right to substitute any vehicle or driver.
9. Nothing contained in these terms and conditions affects the Client's statutory rights.