

Terms and Conditions

Quotations

Quotations given are based on the information provided by the hirer. Consideration to the route, time of travel and type of vehicle will form part of the quote.

Quotations are valid for 10 days and do not include additional charges such as parking and tolls.

Changes by the customer to a journey already quoted for may incur additional charges.

Booking and Confirmation

Bookings have to go through the office, either by email or phone, and not given directly to the driver. Bookings are not valid until confirmed by the office.

Phone bookings are accepted between 08.00 -22.00 seven days a week.

ACW Personal Cars require a minimum of 24 hours' notice of a booking. Bookings at shorter notice will be accepted subject to the availability of staff and vehicles. If you would like to book a car with less than 24 hours' notice we ask that you call the office on 01923 672441 rather than email.

When booking please can you use the 24 hour clock – i.e. 1pm as 13.00.

Payments

Payments are not accepted in the car at time of travel, due to licencing regulations set by Watford Borough Council.

Unless a deposit is requested all payments will be requested after completion of the booking. When a deposit is requested the booking is not confirmed until the deposit reaches us. Payment can be made by credit card, cheque or bank transfer into our account.

All prices are subject to VAT at the standard rate, currently 20 %

Your booking maybe subject to additional waiting time and/or parking tolls and congestion charges as appropriate.

Payment is required within 30 days of the invoice date.

Waiting time

60 minutes free waiting time is given when meeting clients from an incoming flight. The 60 minutes is calculated from the indicated arrival time of the flight at the time the chauffeur departs our base.

Waiting time is calculated on an hourly basis and is charged in 15 minutes segments.

Cancellations

Cancellations with more than 24 hours' notice will not result in any charge. Cancellations between 6 and 2 hours before booking will result in a 50% charge at the discretion of ACW Personal Cars.

Cancellation after the Chauffeur has left for the booking will be charged in full.

Non show of Client will result in a full charge plus waiting time.

General

Whilst we do our utmost to ensure our drivers are punctual, you will understand that ACW Personal Cars cannot accept responsibility for delays caused by circumstances out of our control.

The driver will drive at safe and sensible speeds in accordance with road condition, traffic and the legal speed limits.

Clients are responsible for any damage they cause to the interior and or exterior of a vehicle on hire to them and will be billed accordingly for any repair or valeting required in order to reinstate a vehicle to working order.

ACW Personal Cars may provide subcontracted vehicles occasionally.

By supplying your email address you permit ACW Personal Cars to contact you via email, in return we promise never to supply your email to a third party.

ACW Personal Cars reserve the right to change your vehicle or chauffeur at any time if necessary.

Our Chauffeur(s) will travel by the most appropriate route on the day, unless instructed otherwise by the customer at the time of booking.

ACW Personal Cars will keep a lost property book at the office, and will endeavour to return any lost goods left in our vehicles to the customer.

ACW Personal Cars and its chauffeurs have the right to refuse to carry any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat either to the chauffeur, the vehicle or any other passengers.

Nothing contained in these terms and conditions can affect the Client's statutory rights.