

**J A GARNHAM T/AS JHG CHAUFFEUR TRANSFERS**  
**TERMS & CONDITIONS OF BUSINESS**

1. Reservations and bookings will only be accepted through the Office of J A Garnham, trading as **JHG Chauffeur Transfers ('the business')**.

2. Reservations and travel arrangements are to be agreed, approved and confirmed in writing (by post, fax or email) at least 48 hours prior to the day(s) of travel.

3. Any quotation given will be based on information provided by the client. 'The business' reserves the right to increase any charges if the information provided proves to be inaccurate.

4. Quotations are based on the rate per mile, from the vehicle's point of origin to the first client collection, then via any other points of call to the final destination. Any quotation will include a charge for a return journey as applicable together with any applicable tolls (e.g. London Congestion Charge), and car parking charges. The quotation will include any agreed waiting times. In the event that excess waiting times are incurred/required by the client an additional charge will be levied. Rates vary from time to time. Published rates are available on request. An extra charge will be levied for early morning hours.

5. 'The business' uses a **Volkswagen Sharan 1.9 TDI 'Carat' Tiptronic Auto, MPV (Multi Passenger Vehicle)**. Luggage compartment capacity, VDA measuring method using 200x100x50mm blocks, 2610 max - 256 min. A small luggage trailer is available if required. Whilst 'the business' endeavours to provide a safe, comfortable and professionally maintained vehicle, it reserves the right to alter the vehicle without notice. 'The business' is licensed and insured to carry a **maximum of 6 passengers** together with reasonable luggage. The number of passengers and the approximate size and number of items of luggage must be notified to the office at the time of the reservation. 'The business' reserves the right to refuse any passengers or luggage which may compromise any aspect of safe travel and retains absolute discretion as to whether to refuse any client/passenger entry to the vehicle for whatever reason. If the vehicle's interior is soiled/damaged in any way by a passenger(s) a valeting/repair charge will be levied. The age of any children traveling must be notified to the office. Child booster seats and a VW integrated rear (2<sup>nd</sup> row seating) child/baby seat are available for use if required.

6. All passengers must be ready to travel at the time(s) and place(s) specified in the reservation/travel agreement. The driver will wait a maximum of **15 minutes** from the time notified before leaving from the place specified.

7. Any changes to the reservation/travel agreement must be reported to the office no less than 48 hours before the day of travel. Whilst 'the business' endeavours to be flexible and cater for changes, it reserves the right to cancel the reservation or arrange for another operator to do the work. If such changes are reported this may cause a delay or inconvenience to other clients of 'the business'. Any requested deviation from the agreed

reservation/travel agreement on the day of travel may result in extra charges being made and 'the business' reserves the right to refuse any deviation.

8. There will be no charge made for reservations cancelled with at least 48 hours notice. 'The business' reserves the right to levy a charge for cancellations made with less than 48 hours notice. A full charge will be made for a client(s) not attending a collection without due notice.

9. Although 'the business' endeavours to provide a safe, comfortable and reliable service, 'the business' will not be held liable for missed flights, appointments or late collections for any reason, including without limitation, traffic congestion, roadworks and/or diversions, UK road network problems in general (i.e. road closures, flooding), bad weather conditions, unforeseen vehicle/trailer mechanical failure. Waiting times for a roadside recovery service to attend the vehicle and driver/passengers.

The Volkswagen MPV vehicle uses a satellite navigation system and 'the business' accepts no responsibility if the system fails to give accurate information while on route. 'The business' also accepts no liability for any personal injury incurred by the client, or any loss or damage to luggage and/or personal belongings. This does not affect your statutory rights as a consumer.

**PRIVACY POLICY**

'The business' is committed to honoring the privacy of all its clients.

All client reservation information will be kept on file for the Company's use only.

This information will not be disseminated to any other sources or third parties unless otherwise specifically permitted by the client(s).

**- THE BUSINESS DOES NOT SEEK TO SELL, TRADE, EXCHANGE OR OTHERWISE MAKE AVAILABLE CLIENT INFORMATION TO ANY OTHER THIRD PARTIES -**

**PAYMENT**

1. The usual form of payment for 'the business' is cash/cheque payments to the driver at the final destination.

2. Payment may also be made in advance by a UK bank crossed cheque made payable to:

**'JHG CHAUFFEUR TRANSFERS'**

and mailed to the office address (with the approved & signed reservation/invoice, return **WHITE COPY ONLY**) to arrive at least 72 hours prior to collection.

3. Any costs incurred by the 'the business' in chasing or recovering any overdue payments will be added to the amount outstanding.