

Terms and Conditions

All and any business under taken by L&N Chauffeurs shall be transacted solely on the conditions herein set out. Every condition shall be deemed to be incorporated in and shall be a condition of any agreement between L&N Chauffeurs and the client.

When placing a booking with L&N Chauffeurs the client is presumed to have agreed these terms and conditions of sale without modification. The unenforceability or invalidity of one or more of these terms and conditions or part thereof shall not affect the unenforceability or invalidity of any term and condition or remainder thereof.

Opening Hours:

We are open 24 hours a day, 365 days a year. Bookings for public/bank holidays require 2 days notice. There are special rates for these days.

Hire Charges:

We have a £45.00 minimum charge L&N Chauffeurs reserve the right to levy a 20% surcharge on any public holiday, with the exception of Christmas Day and New Year's Day when a 100% surcharge will be levied. Our wedding hire is based on £100.00 minimum local hire and is a set rate.

L&N Chauffeurs accepts no responsibility for loss or damage to any luggage/property carried in their vehicles, irrespective of the manner in which the loss/damage is sustained. A reasonable amount of typical passenger luggage is allowed, but luggage or goods which in the opinion of the driver amounts to an excessive weight will not be carried.

L&N Chauffeurs vehicles will be operated by their own chauffeurs at all times unless specifically agreed with the client prior to the commencement of the transfer.

Vehicles:

We reserve the right to change any car booked as long as we provide the same standard of car. The Company reserves the right to sub contract to other companies should the need arise.

Invoices/Account Charges:

Invoices will be sent out on a monthly basis and payment is respectfully requested within 30 days. Overdue accounts are subject to a service charge of 3% per month.

Booking/Cancellation Charges:

A 25% cancellation charge if notified of cancellation more than 6 hours before scheduled hire;

A 50% cancellation charge if notified of cancellation between 2 and 6 hours' before scheduled hire;

A 100% cancellation charge if notified of cancellation within 2 hours of scheduled hire or if no notification is received.

Waiting Time:

If the waiting time exceeds the agreed hours of hire then we make charges per hour based upon 30 minute periods minimum after the time of return departure has elapsed. These charges may vary according to the nature of the hire.

L&N Chauffeurs will make an appropriate additional charge for parking and entrance fees unless a fully inclusive charge has been quoted beforehand. For all airport collections, in the interests of client safety and security, **L&N Chauffeurs** will

not arrange collections outside of the designated meet and greet collection points/car parks.

L&N Chauffeurs will levy a surcharge of 3.5% for bookings made by credit cards

No Smoking:

We reserve the right to adopt a no-smoking policy in our cars. This applies to both driver and passengers.

Route:

Unless otherwise instructed by the client, the driver will in his opinion take the most convenient route, whether this is the shortest or not. No allowance will be made to the hirer if this is not the shortest route.

L&N Chauffeurs will charge a valeting fee of £75.00 for misuse/ fouling of their vehicle

Disorderly Behaviour:

The Company reserves the right to refuse travel to anyone that it deems to be a nuisance or danger to its employees or passengers. In extreme cases of nuisance the company may request the police to assist to eject the offenders. No compensation or refund shall be made to anyone requested to leave the vehicle under such circumstances.

We do not accept responsibility or Liability For:

- Delays caused by inclement weather conditions.
- Any theft or damage to properties of the signatory of the contract or any other person travelling within the contract, except where such theft or damage is caused by a direct action of the employees of L & N Chauffeur services
- Any delays caused by strike action. Acts of god or conflict or war or force majeure.
- **L&N Chauffeurs** will not be held responsible for any meeting/ appointment/ flight missed as a result of traffic or road conditions beyond the control of **L&N Chauffeurs** or their Drivers. However, every possible effort will be made to avoid such a situation.

These terms and conditions are governed by English law.

Feedback

If you should have any reason to complain during the hire, you must bring the nature of the complaint to the notice of the driver or representative in the first instance.

He/she will then endeavour to resolve the problem for you.

If the matter cannot be rectified to your satisfaction, details of the complaint should then be made by phone, Email or in writing to:

L&N Chauffeur Services

14 Tower Avenue
Laindon

Essex
SS155PE

Website images

The images used for the website are purely for illustration purposes. The actual model/colour of the vehicles may differ slightly.