

# SOVEREIGN CAR HIRE SERVICES LTD

## Terms and Conditions

- The contract for all bookings of chauffeur services is between the passenger/ client (person or company making the booking and paying for the chauffeur service) and Sovereign Car Hire services Ltd.
- Sovereign car hire services Ltd here after referred to as Sovereign, is solely responsible for accepting the booking and for providing the chauffeur service.
- All hire charges start from and finish at Hyde Park Corner. The travel allowances from Hyde Park Corner to the collection point and vice versa are as follows: Central London 30 minutes, Heathrow & City Airport 60 minutes, Gatwick, Biggin Hill, Luton, Stansted & Farnborough Airports 90 minutes and Southampton Docks 2 hrs.
- Excess time will be charged at the prevailing hourly rate.
- The minimum as directed hire will be 3 hours.
- Quoted rates are exclusive of VAT unless otherwise stated.
- Our airport set rates include a 40-minute waiting time at the airport from the time the plane has landed. Waiting time charges will be incurred after the 40 minutes has elapsed and be charged per 15 minutes at the relevant hourly rate.
- Incurred car parking fees will be charged at cost.
- For non-Airport and train station bookings waiting time will be Waiting time will be charged 15 minutes after the confirmed booking time.
- All hire charges are rounded up to the nearest 30 minutes.
- Cancellations for airport/train station transfers or minimum charge bookings made within 6 hours of the collection time will be subject to the minimum charge of two hours at the specified vehicle hourly rate + vat.
- Cancellations for all day hire (8 hours and over) made within 24 hours of the booking will be subject to the full cost of the booking.
- Cancellations for any booking other than an airport/train station transfer, or minimum charge booking will incur a full charge cancellation fee if cancelled within 12 hours.
- Between 12 and 24 hours' notice will incur a 50% cancellation charge and outside of 24 hours there will not be a charge.
- Except for the Rolls Royce and Bentley Mulsaane require 48 hours' notice. Cancellations made within 48 hours will be subject to the full cost of the booking with a four-hour minimum charge.
- Rates are subject to alteration without prior notification. All account holders will be notified at least one month prior to any price increases.
- If it is necessary for our chauffeurs to have overnight accommodation, the Hotel cost will be charged to the client with an additional charge of £100.00 + vat for the drivers sustenance allowance.
- A surcharge of 100% will be added to the agreed tariff for services provided on Christmas Day, and between the hours of 17:00 and 06.00 on New Year's Eve. A surcharge of 50% is applicable for hires between the hours of 17:00 and 00:00 on Christmas Eve, Boxing Day and New Year's Day. There are no surcharges on any other UK bank holiday.
- In the event a passenger has an excess of baggage, 'the Company' reserves the right to refuse any luggage or property in the car which in our opinion would result in the vehicle being damaged or unsafe to drive on the road.
- Sovereign does have a lost property record and storage at their office and will endeavor to return any lost goods left in our vehicle to the customer as soon as practically possible.

- All hires must be fully paid in advance except where the hirer has a credit account wherein payment is due within 30 days from the date of invoice.
- Sovereign expressly prohibits any person other than our chauffeurs to drive our vehicles except in the case where a hirer has taken out a self-drive agreement.
- The Customer agrees and undertakes not to (i) solicit any existing employee of the Company (ii) solicit or procure the services of any existing sub-contractor of the Company. without the prior written authorization of the Company, (iii) make any attempt to interfere with the existing business relations between the Company and any of its existing employees, agents, and sub-contractors.
- We accept the following credit cards: Visa, Mastercard, Switch, JCB and American Express.
- Account facilities are available for registered UK and international companies.
- Account must be settled within 30 days of issue of invoice.